



headspace

National Youth Mental Health Foundation

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An overview of our service delivery in FY 2019-20





a snapshot of youth mental health in Australia

Young people experiencing mental health issues can be confident that when they take their first help-seeking step, headspace is there for them.

With distress rates on the rise and national challenges such as droughts, bushfires and COVID-19 impacting us all, it has never been more important for us to support the mental health and wellbeing of all young Australians.



1 in 4

young Australians experience a mental health issue each year



1 in 4

young people coming to headspace are not engaged in work or study

32%

of young Australians aged 12-25 are reporting high or very high levels of psychological distress



75%

of mental health disorders emerge before the age of 25

Suicide is the leading cause of death for young people in Australia and

18.8%

of young people coming to headspace have experienced suicidal ideation

headspace making a difference

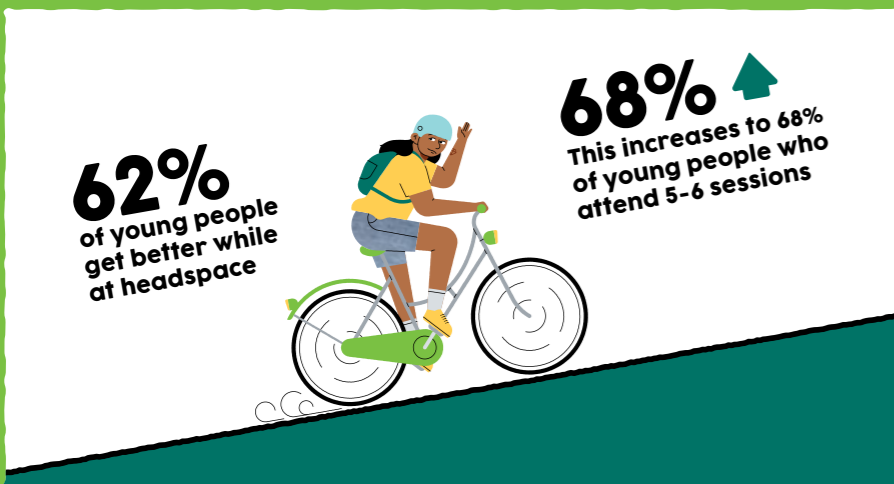
Improved access

Since inception, headspace has provided 3.6 million services to

626,000¹

young people

Reduced distress and/or improved functioning²



Well-known

77%

of young Australians recognise headspace as a youth-specific mental health organisation



Improved mental health literacy

After accessing headspace services:

89%

understood how to manage their mental health and felt listened to

89%

understood how to reduce the impact mental health had on their lives

80%

had a better understanding of their own mental health issues

A vital community service

93%

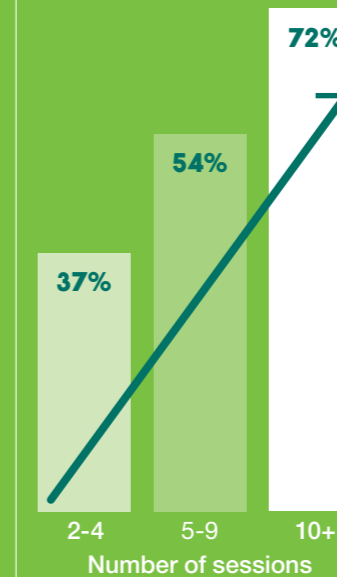
of parents say headspace is a vital community service

88%

of young people say headspace is a vital community service

Achieved work and study outcomes

Through our digital work and study program, the more sessions a young person received, the higher the percentage who achieved a positive work or study outcome.



More productive

Young people were able to work an additional average of 8.2 days annually after being treated at headspace.⁴



Better quality of life

After seeking help at headspace, young people report improved quality of life outcomes across five domains that are important to them:

- General wellbeing
- Day-to-day activities
- Relationships with friends
- Relationships with family
- General coping

These improvements were maintained up to two years after leaving headspace.³



¹ As at 30 June 2020

² Young people improve by having either a significant decrease in psychological distress and/or a significant increase in social and vocational functioning

³ headspace (2019). headspace centre young person follow up study. Unpublished.

⁴ Deloitte Access Economics (2020). The economic and social value of headspace. Unpublished.

headspace in the community

FY 2019-20

headspace plays a vital role supporting local communities and schools across Australia to improve mental health literacy, increase help seeking and reduce stigma around mental health.

Centres

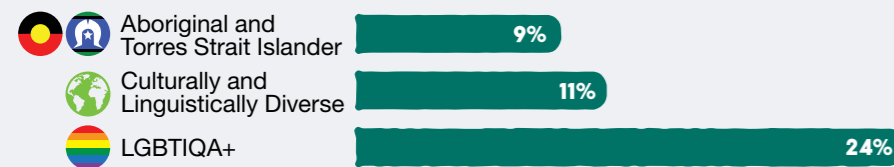
In FY19/20 headspace centres provided 405,139 services to

97,257
young people

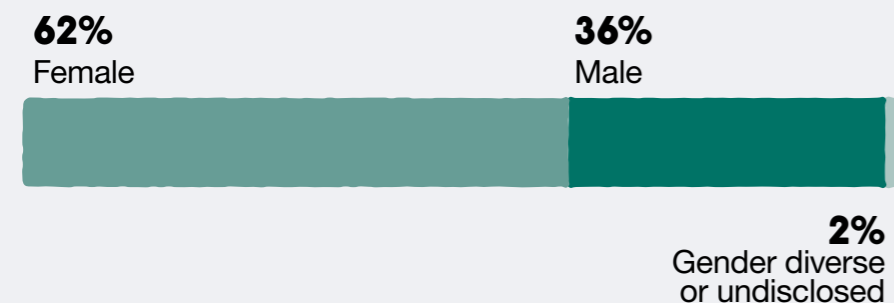
124
headspace centres operate in 124 communities across Australia³

90%
of young people report being satisfied with the service

Priority groups



Gender



Early psychosis

Early psychosis services are offered in 14 headspace centres across the country.

In FY19/20 headspace centres provided 268,973 early psychosis services to

2,794 young people

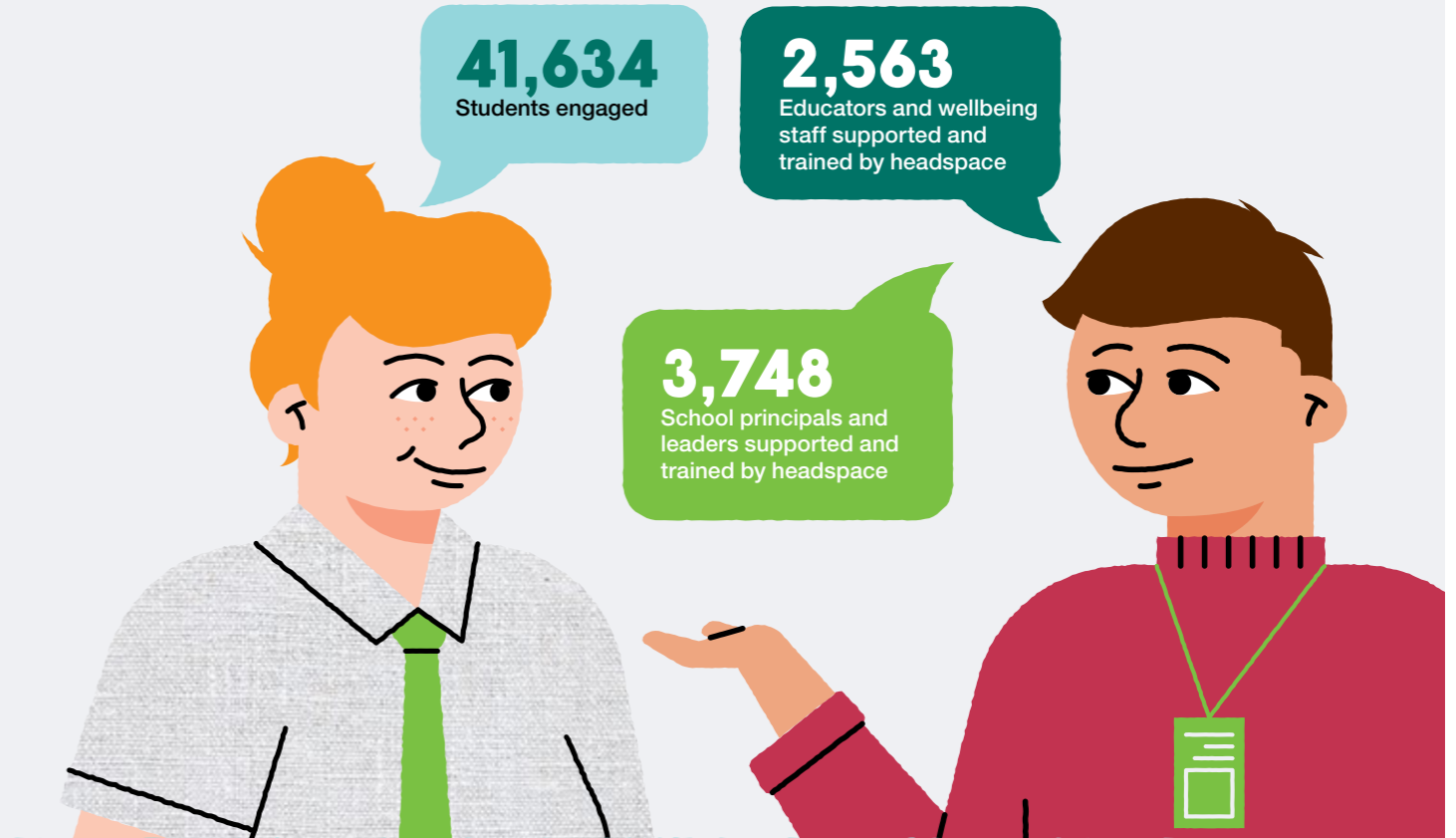
93%
of young people report being satisfied with the service



Schools

headspace provides a range of services to schools in local communities.

Services headspace has provided to schools as part of the Schools Suicide Prevention Activities Program



Services headspace has provided to schools as service delivery partner for Be You

6,569 Participating schools
305 Suicide postvention support⁴

³ As at September 2020 and inclusive of headspace centres, satellites and outposts

⁴ Includes suicides, attempts and suicidal related behaviours

headspace digital services

FY 2019-20

headspace has a range of digital services that support young people with their mental health and work and study concerns.

Our digital supports are free and can be accessed anywhere across Australia.



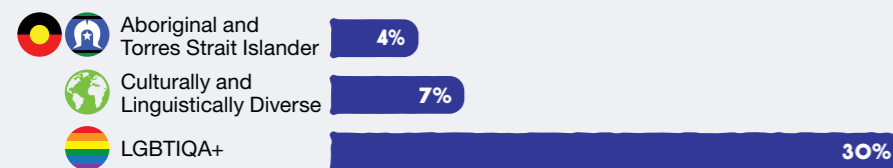
In FY19/20, eheadspace, our online and phone counselling service provided 78,187 services to

31,292
young people

86%

of young people report being satisfied with the service

Priority groups



Gender



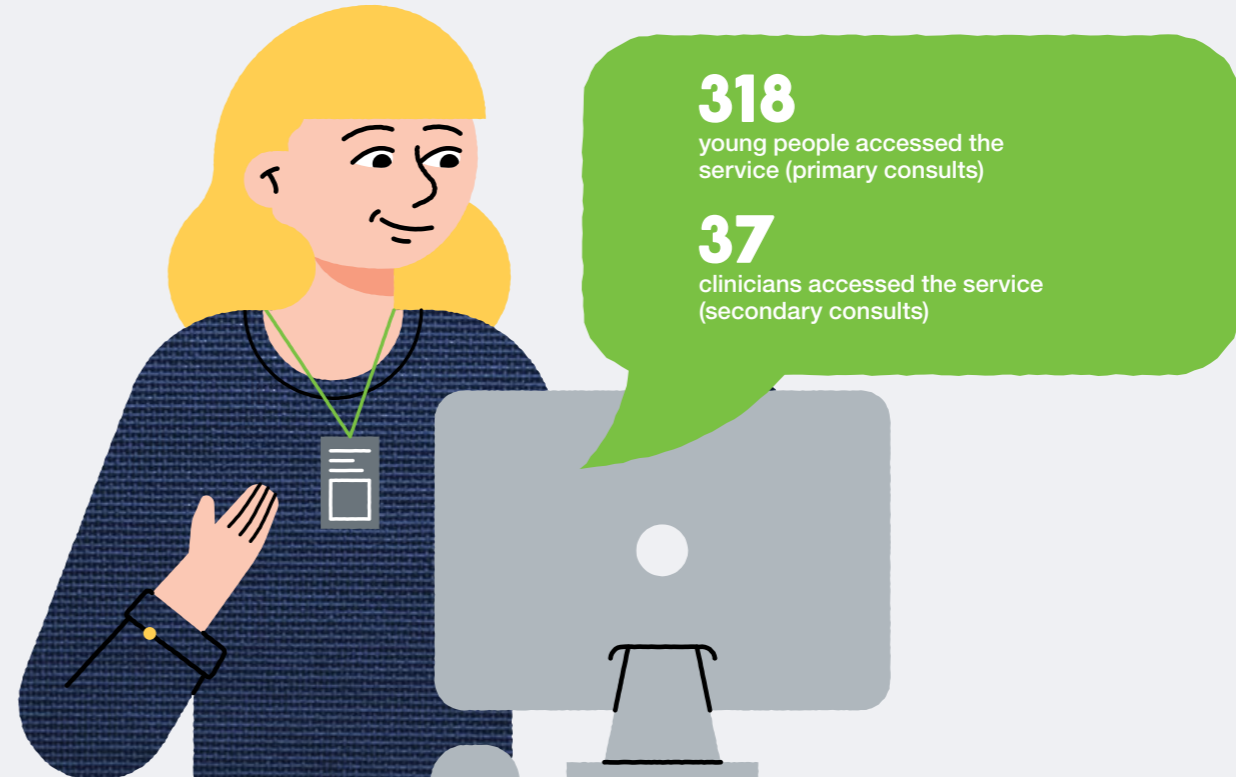
Online chats

headspace online Q&A chats provide young people, and their family and friends, an opportunity to talk to mental health professionals – or their peers – in a safe and anonymous group.



Telepsychiatry

This service provides 12-25 year olds in eligible regional and rural areas access to highly-skilled psychiatrists via video consultations. This service also helps to build the expertise of rural and remote clinicians by providing access to psychiatrists for case management advice and clinical supervision.



Digital work and study

This service is tailored to the needs of young people to support them in developing their skills and confidence to reach their work or study goals.

In FY19/20 headspace digital work and study provided 16,321 services to

660 young people

95%

of young people report being satisfied with the service



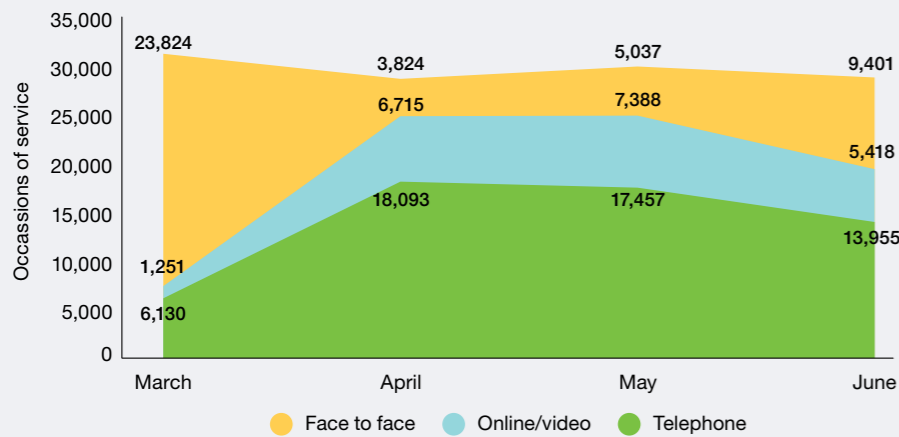
headspace and COVID-19

COVID-19 presented headspace with new challenges and we quickly adapted our services to make sure we were still in the places young people are.

headspace centres in local communities adapted by offering video and phone consultations, in addition to maintaining face to face services.

Delivery in centres

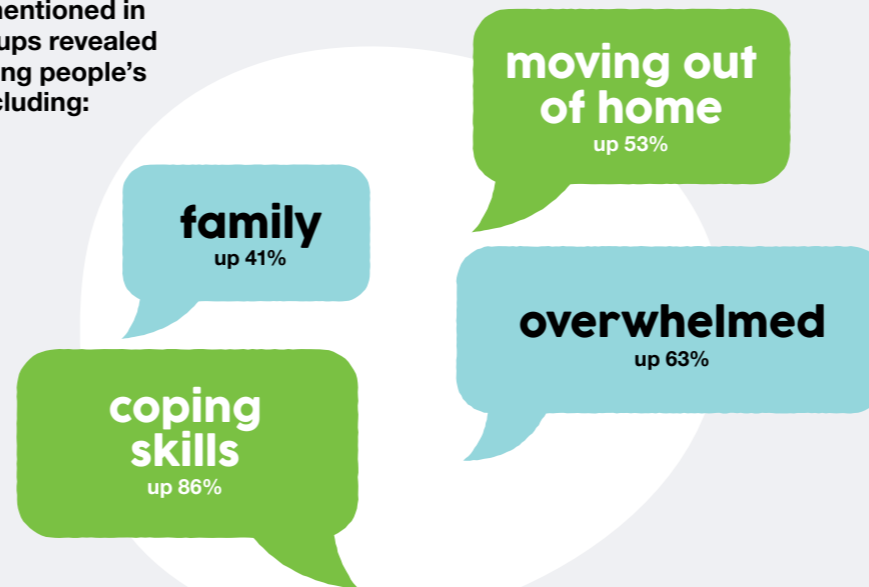
Occurrences of service in headspace centres stayed relatively similar over COVID-19, but the mode of delivery changed with a reduction in face-to-face services and increase in telehealth services.



Increase in demand for digital supports



Key words mentioned in our chat groups revealed a shift in young people's concerns including:



Research into the impact of COVID-19 on young people

During this time, we surveyed young people and clinicians to understand their experiences of COVID-19.¹⁰



1 in 2

young Australians felt that their mental health (51%) or their mood (47%) had been negatively impacted since the outbreak of the pandemic



2 in 5

young people felt that COVID-19 had impacted on their confidence to achieve their future goals (40%)



Half of young people felt their study (53%) and work (48%) situation had been negatively impacted due to COVID-19

Experience of using telehealth services:



78%

headspace clients who used telehealth said it was suitable for their needs



89%

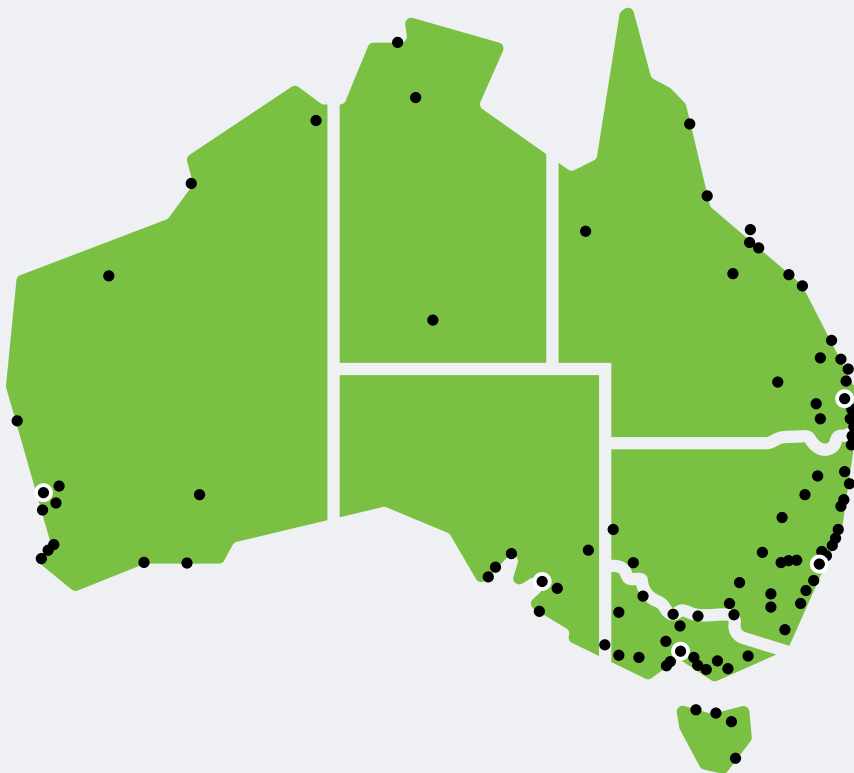
headspace clinicians said that telehealth was an effective way to deliver clinical services

⁸ 32.7% increase in demand for chat, email and phone services for April 2020 compared to April 2019
⁹ 40.7% increase in demand for webchat for May 2020 compared to May 2019

¹⁰ Colmar Brunton (2020). headspace: the early impacts of the COVID-19 pandemic on Australian young people. Unpublished; headspace (2020). Young people's experience of telehealth during COVID-19. Unpublished; headspace (2020). headspace staff experience of telehealth during COVID-19. Unpublished.

the headspace network

headspace centres operate in 124 communities across Australia.⁶



New South Wales

Armidale ³	Port Macquarie
Batemans Bay ¹	Queanbeyan
Bathurst	Tamworth
Bega	Taree ¹
Broken Hill	Tweed Heads
Cessnock ³	Wagga Wagga
Coffs Harbour	Wollongong
Cowra ^{1,3}	Wyong ^{1,3}
Dubbo	Yass ^{1,3}
Gosford	
Goulburn	Sydney:
Grafton	Ashfield
Griffith	Bankstown
Gunnedah ⁵	Bondi Junction
Katoomba ³	Brookvale
Kempsey ¹	Campbelltown
Lake Haven ³	Camperdown
Lismore	Castle Hill
Lithgow ³	Chatswood
Maitland	Hurstville
Moree ⁵	Liverpool
Narrabri ⁵	Miranda
Newcastle	Mount Drutt
Nowra	Parramatta
Orange	Penrith

ACT

Canberra
South Canberra¹

Victoria

Albury Wodonga	Melbourne:
Bairnsdale	Bentleigh ²
Ballarat	Collingwood
Bendigo	Craigieburn
Colac ¹	Dandenong
Echuca ¹	Elsternwick
Geelong	Frankston
Horsham	Glen Iris ¹
Mildura	Glenroy
Morwell	Greensborough
Ocean Grove ^{1,3}	Hawthorn
Portland ³	Hastings ³
Sale ³	Knox
Shepparton	Lilydale ¹
Swan Hill	Melton
Wangaratta ^{1,3}	Monash ¹
Warrnambool	Narre Warren
Wonthaggi	Pakenham ³
	Plenty Valley ^{1,3}
	Rosebud ³
	Sunshine
	Werribee

Western Australia

Albany	Margaret River ³
Armadale	Northam ³
Broome	Pilbara ⁴
Bunbury	Port Hedland ¹
Busselton ^{1,3}	Rockingham
Esperance ³	Perth:
Geraldton	Cannington ¹
Kalgoorlie	Fremantle
Karratha ¹	Joondalup
Kununurra ¹	Midland
Mandurah	Osborne Park

South Australia

Berri	Adelaide:
Mount Barker ³	Adelaide
Mount Gambier	Edinburgh North
Murray Bridge	Marion ¹
Port Augusta	Onkaparinga
Port Lincoln ³	Port Adelaide
Victor Harbor ³	
Whyalla	

Queensland

Beaudesert ^{1,3}	Rockhampton
Bundaberg	Roma ¹
Caboolture	Sarina ^{1,3}
Cairns	Southport
Capalaba	Toowoomba
Emerald ¹	Townsville
Gladstone	Upper Coomera
Gympie ³	Warwick
Hervey Bay	Whitsundays ^{1,3}
Ipswich	Brisbane:
Mackay	Inala
Maroochydore	Nundah
Maryborough ^{1,3}	Strathpine ¹
Meadowbrook	Taringa
Mount Isa	Woolloongabba
Redcliffe	

Northern Territory

Alice Springs
Darwin
Katherine

Tasmania

Burnie^{1,3}
Devonport³
Hobart
Launceston

1 New headspace services opening 2020–2022
2 headspace Early Psychosis site for headspace Elsternwick
3 Denotes a headspace outpost or headspace satellite
4 Pilbara Regional Outreach
5 New England Outposts
6 As at September 2020 and inclusive of licensed headspace centres, satellites and outposts