



helping young people get through challenging times

headspace year in review
2021-2022

acknowledgement of Country

headspace would like to acknowledge First Nations people as this continent's First People and Traditional Custodians. We value their cultures, identities, and continuing connection to country, waters, kin and community. We pay our respects to Elders past, present and emerging and are committed to making a positive contribution to the wellbeing of Aboriginal and Torres Strait Islander young people, by providing services that are welcoming, safe, culturally appropriate and inclusive.

The mind body spirit culture country artwork was created by Aboriginal and Torres Strait Islander artist Riki Salam of We Are 27 Creative after consultation with key members of the headspace network and cultural advisors.



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a message from the CEO



Jason Trethowan
Chief Executive Officer
headspace

As another year draws to a close, I want to start by acknowledging the headspace network for managing the many challenges presented by the pandemic, climate events, and other disruptions to service provision. I know the impacts of these events have been profound for young people and the communities in which they live. I also recognise that it has been challenging personally for so many working across the network. Thank you for your resilience and dedication.

I also thank my Executive and our teams at headspace National for leading new work with Governments, providing frontline services, delivering quality improvement initiatives within the network, and supporting the expansion of headspace across the country. Increasing service access, managing wait times, integrating online supports such as Work and Study with centres, expanding our help to school communities, assessing centre compliance with the headspace model, and increasing participation with young people and families have been just some of the many areas of focus.

Throughout the year we have stepped up our commitment to and engagement with Aboriginal and Torres Strait Islander young people and First Nations communities. This learning has been at the forefront of our work at headspace this year. I am pleased to see progress with how we support young people from refugee and migrant communities as well.



In September, we welcomed to the organisation Gumbaynggirr woman Dr Lilly Brown as our inaugural Executive Director Aboriginal and Torres Strait Islander Wellbeing and Engagement, and in November we received the Embedding Cultural Practice and Safety Project Report - an independently conducted Cultural Safety Review of headspace and its services. Building on the great work of our existing First Nations workforce at headspace National and across the centre network, Dr Brown established a core First Nations Wellbeing and Engagement team to lead the work of implementing the recommendations that emerged from the report.

With the guidance of our First Nations Wellbeing and Engagement team, headspace is committed to implementing the recommendations of this report and in doing so, improving access to and the quality of mental health and wellbeing services for Aboriginal and Torres Strait Islander young people.

The past financial year has continued to present unprecedented challenges for young Australians and their mental health.

Not only did COVID-19 and enforced lockdowns continue to impact the lives of young people around the country, so too did devastating floods in the eastern states. It has been a priority of mine to advocate to government for these communities and the support young people will need over the long road to recovery.

Much of the headspace National response to climate events was coordinated by the headspace Schools and Communities team, re-named this year to reflect this important work supporting whole communities to bounce back from natural disasters.

It is perhaps unsurprising that, in this climate, headspace has continued to experience increasing need for our services, both in centres and via our digital mental health programs such as eheadspace and Telepsychiatry.

In recognition of the pressures facing headspace and the broader mental health system, headspace welcomed extra investment for the network from States, Territories and the Australian Government. Throughout the year we secured additional funding agreements with the NSW Government to strengthen service provision by adding more GPs, psychiatrists and student placements into centres.



As in previous years, we've worked hard to maintain strong relationships with the Primary Health Networks across Australia that commission headspace services. The centre network reached a milestone 150 centres before June 30, 2022, a significant increase from the same time the previous year – and a remarkable achievement just 16 years since headspace was established.

One of the reasons headspace services are in such high demand is because we have done an extraordinary job to improve mental health literacy in the community. Not only do young people now identify the signs of mental ill-health, they also know when and where to seek support. Every year on headspace Day our network of headspace centres open their doors, talking to their communities about the importance of help-seeking. These conversations are key to reducing the stigma we know continues to surround mental health. As the headspace Day 2021 theme made clear: “Small steps start big things”.

This year we've continued to build further awareness about mental health in groups of young people headspace identifies as a priority. In August 2021, we launched the Take A Step campaign to strengthen the social and emotional wellbeing of Aboriginal and Torres Strait Islander young people. Designed in collaboration with our Wominjeka Reference Group of First Nations young people, this campaign sought to empower young people to spot the signs of mental ill-health. Similar pieces of work targeted Migrant and Refugee young people, and young people who identify as LGBTQIA+. Meanwhile, our Australian Youth Advocates for Mental Health continue to work on the second round of the Visible mental health promotion campaign – an initiative aimed at increasing awareness of and tearing down the stigma associated with mental ill-health.



150

sites operating
across Australia



**Young people's
voices are indeed
central to all our
work at headspace.**

I want to thank all the young people involved in guiding these projects; they selflessly share with headspace and the community their culture and their lived experience with a view to making sure other young people get the support they need in tough times.

Young people's voices are indeed central to all our work at headspace. Our current headspace Youth National Reference Group (hY NRG) entered their second year of service in 2021 and I want to thank them for how they've continued to shape the future direction of headspace. Together they represent a broad cross-section of Australian young people – from every state and territory, from metropolitan and regional locations, from diverse cultural backgrounds, including First Nations and culturally and linguistically diverse young people. It's via their contributions we know our work remains relevant, appropriate and approachable.

We are also fortunate to work with a Family and Friends Reference Group whose experiences of supporting young people through mental ill-health is of vital significance as we continue to become a family-inclusive service that supports not just young people but their networks of loved ones.

I give high praise to our Board, including Ben Shields, who commenced as Chair during the past year. The Board and their Youth Advisors provide insight and experience that contribute greatly to headspace's strategy and growth.

headspace is also supported in its work by a group of valued corporate and community partners, that make it possible for us to grow our services even further. I appreciate them choosing to support headspace – it makes a real difference.

I am proud to be part of a sector that works together to support the needs of Australians who are experiencing mental ill-health, and my thanks go to other organisations who have stood alongside us in this quest.

Thank you to the Department of Health and Aged Care for their support of headspace, and to the recently appointed Minister for Health and Aged Care, the Hon Mark Butler MP, and Assistant Minister for Mental Health and Suicide Prevention, the Hon Emma McBride MP. I also wish to acknowledge the outgoing former Minister for Health, Mr Greg Hunt, for his support of headspace over the course of his time in that position.

There is much more for headspace to do at this critical time in our nation's history. Young people are amazing and inspirational. Let's keep supporting them to reach their life goals.

Jason Trethowan
Chief Executive Officer
headspace



a message from the board chair



Ben Shields

Board Chair, headspace

It is a great privilege to write to you in my capacity as Board Chair of headspace, the National Youth Mental Health Foundation. I want to thank everyone at the organisation and across the sector for warmly welcoming me to the role. I also want to offer a special thanks to my predecessor, Lisa Paul, AO PSM. Lisa drew on her rich expertise to provide strong and clear guidance in governing headspace in the role of Chair for the previous three years. Her time as Chair was a period of significant reform in the mental health industry, made even more complex by challenges such as natural disasters, the outbreak of COVID-19 and a mental health workforce shortage felt across the globe.

As a nation, we continue to face challenges and uncertainty as our society learns to live with COVID-19, the rising energy prices and cost of living, and as our environment is wrought, once again, by devastating floods.

The social and emotional impacts of these events continue to present young Australians with significant obstacles, especially Aboriginal and Torres Strait Islander young people, who we know experience worse mental health outcomes compared to their peers. Many young people are reaching out to headspace for support with their mental health at this time. This ongoing growth in demand for support is occurring at a time when, globally, we continue to experience a significant skilled mental health workforce shortage.



Putting new graduates and student clinicians into headspace centres across four states and territories is a significant step towards building a sustainable youth mental health workforce.

While our context remains challenging, headspace has continued to provide outstanding support to the young people who reach out to us, which was made clear in the recent headspace experience survey. Pleasingly, the survey found young people reported an overall positive experience (an average score of 7.6 out of 10), they felt listened to (8.4 out of 10), and they felt more hopeful about their future as a result of their visit (7.3 out of 10). The Board and I thank the headspace centre and national staff who create these often life-changing experiences and the young people who courageously come forward for help.

By growing the headspace network, we seek to provide even more young Australians with these help-seeking opportunities. Over the past year, 15 new headspace sites opened their doors to their communities: eight new centres and seven satellite services.

The introduction of the Early Career Program this year, putting new graduates and student clinicians into headspace centres across four states and territories, is a significant step towards building a sustainable youth mental health workforce. This is especially important for regional and remote parts of Australia, where we know our centres have greater difficulty attracting and retaining skilled staff. We thank the Federal Government for its commitment to the program until the end of 2024, and we look forward to exploring with them our hope the program be made permanent.

In October 2021, we were fortunate to welcome a \$20 million commitment from the NSW Government that set plans in place for us to grow the number of mental health professionals in NSW headspace centres via a student placement program as well as increase opportunities for additional medical services via a GP capacity boost and the introduction of sessional psychiatrists. We are incredibly grateful to the NSW Government, including Premier Dominic Perrottet and Mental Health Minister Bronnie Taylor, for helping headspace provide more support to young people across NSW.

The past year has also seen significant progress with respect to bi-partisan agreements between state and federal governments about the future of mental health care across Australia. These agreements are essential for shoring up the future funding pipeline for mental health organisations like headspace. We look forward to working with governments to unlock resources earmarked for headspace.



headspace is fortunate to receive tremendous support from the Australian community, many of whom donate to or fundraise for headspace throughout the year. The patronage of our organisation is incredibly valued, and we thank donors for their dedication to youth mental health, which is often rooted in their own lived experiences or their young people's lived experiences.

My gratitude also extends to headspace staff across the network at both a centre and national level who work so hard each day to improve the mental health and wellbeing of Australia's young people. That includes the headspace National Executive team, who do a great job of leading their respective divisions under the guidance of CEO Jason Trethowan. I want to thank Jason for his commitment to headspace and the youth mental health sector; I know he is respected throughout the network and the community more generally.

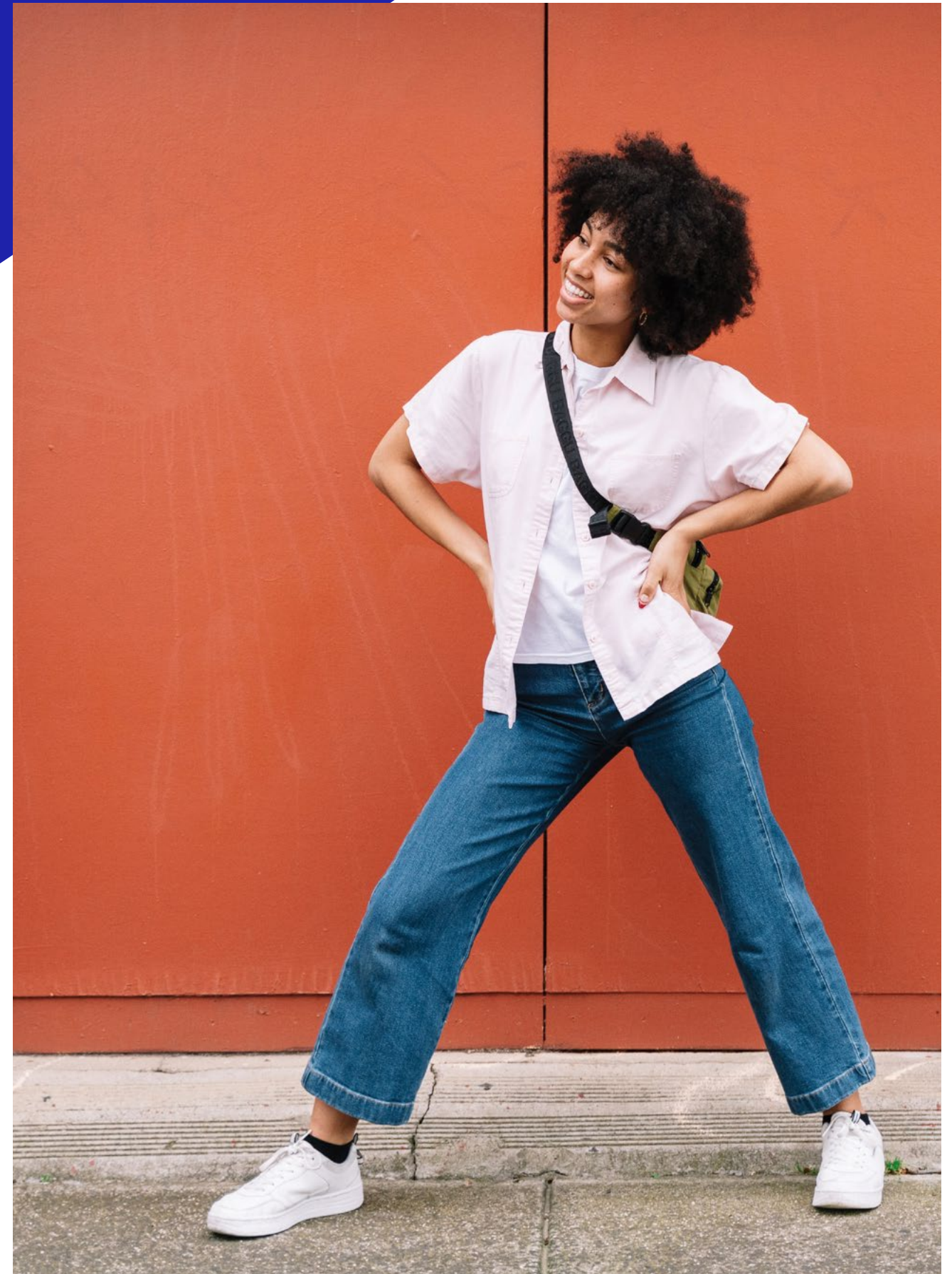
One of the great pleasures of joining the headspace Board has been getting to know our two Board Youth Advisors, Naraja Clay and Niharika Hiremath. They bring to the table their lived experiences, professional expertise and a deep understanding of the headspace organisation, and we are indebted to them for their service.

Thank you also to the members of the headspace Board, whose individual experience, expertise and varied perspectives enrich the Board's collective decision-making and strengthen the organisation's governance.

On behalf of the headspace Board, I also want to offer the sincerest thanks to Ms Katina Law, who is stepping down from her role as Non-Executive Director on the headspace Board in 2022. Commencing her tenure in 2016, Katina has offered immeasurable insight and a huge breadth of knowledge to her position, and we are incredibly grateful for her contribution and dedication to the cause.

It is my pleasure to be in this role, and I look forward to serving alongside my fellow Board Members over the coming year, which I know will present many opportunities for headspace.

Ben Shields
Board Chair, headspace



headspace in the community

In FY 2021-2022 headspace centres provided

407,908
occasions of service

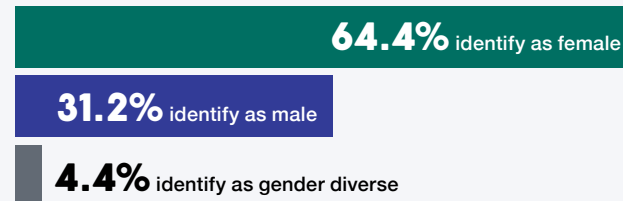
150
sites operating across Australia

86%
of young people report being satisfied with headspace

Priority groups



Gender



early career program

54
graduates commenced with headspace across WA, QLD, VIC and TAS

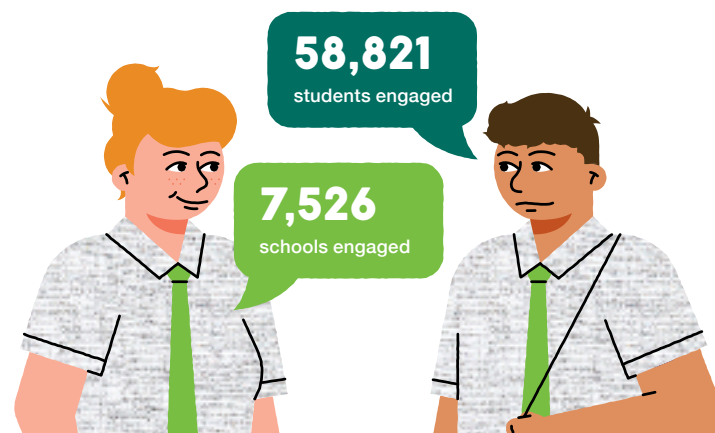
118
student clinicians placed across WA, QLD, VIC and TAS

51
clinical educators employed

Be You

27,843
educators supported in the Be You program

headspace schools



headspace digital services

website

7.9 million
visits to the headspace website

83%
of young people reported being satisfied with headspace

Priority groups



headspace work and study

1,740
young people

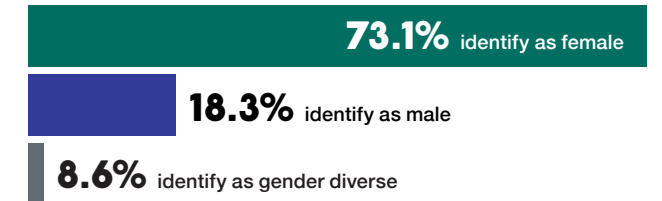
93%
of young people who used the service report being satisfied

eheadspace

Online and phone counselling service eheadspace provided 54,961 services to

20,925
young people

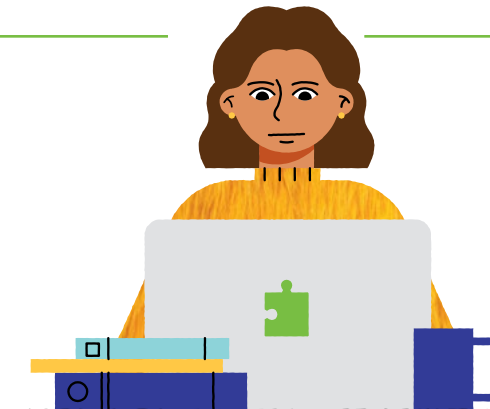
Gender



headspace career mentoring

142
young people worked with a career mentor

776
career mentoring sessions



online community events

52
online group chat sessions were led by professionals (including mental health professionals)

156
online peer support chat sessions were led by peer moderators

Online Community Events were attended **7,525** times

our vision is that all young people are supported to be mentally healthy and engaged in their communities



Each year, headspace provides early intervention mental health services to young people aged 12-25, their families and their friends. Since establishment in 2006, headspace has supported more than 770,000 young Australians, providing 4.5 million services to strengthen their wellbeing, manage mental health, get through challenging times and get back on track.

In 2021-22, headspace centres supported young people on 407,908 occasions.

The headspace model understands that adolescence and early adulthood are critical times in a young person's life, with research highlighting that more than 75% of mental health disorders begin before the age of 25.

We provide a holistic approach to supporting young people through four core areas: mental health, physical and sexual health, work and study support, and alcohol and other drugs.

headspace centres

As at 30 June 2022, a national network of 150 headspace sites operates across metropolitan, regional and rural areas of Australia. This includes a range of satellites and outreach services, each tailored to the needs of the local community in which they operate.

407,908

occasions of service via our headspace centres



headspace online services

eheadspace is our national online and phone counselling service available for young people seven days a week, every day of the year. eheadspace supports young people who might not be able to access a headspace centre or prefer to get help online. Providing a secure and anonymous place to talk to a professional or peer means many young people who wouldn't ordinarily seek help in person are getting support and access to tools to manage their mental health when they need it.

headspace Telepsychiatry

headspace Telepsychiatry provides young people aged 12 – 25, in eligible regional and rural areas, access to highly skilled psychiatrists via video consultations. These psychiatrists are experts in youth mental health and have experience working with young people from various backgrounds.

headspace Work and Study

headspace Work and Study offers support to young people aged 15 to 25 to plan a career, find employment or work towards further education. This is done in a highly accessible, confidential and youth friendly environment. headspace Work and Study includes one-on-one support with a career specialist. Programs on offer include Career Mentoring, Work and Study online and Work and Study support delivered through 50 headspace centres based on the Individual Placement Support model.

headspace Schools and Communities

headspace Schools and Communities supports, engages and partners with education and health sectors across Australia, to build the mental health literacy and capacity of workforces, children, young people, their families and wider school communities. Their programs and initiatives include their role as the service delivery partner for Be You for all primary and secondary schools nationally, the delivery of Mental Health Education Programs, which support school staff and principals in mental health and wellbeing, Community Collaboratives, providing a community-based coordinated approach and support to vulnerable communities experiencing current and emerging suicide risk, and various other programs supporting training and professional development for those working in schools.

headspace Early Psychosis

The headspace Early Psychosis program supports young people experiencing, or at risk of developing, psychosis. Based on evidence developed by Orygen. The program is delivered at 14 headspace centres and focuses on early intervention and providing young people and their families with timely access to specialist support.

participation is core to everything we do



We recognise that young people, their family and friends are the experts about their own lives and have the right to be actively engaged in the issues that affect them.

Participation acknowledges young people and their family and friends are experts in their own lives and have the right to be actively involved in the decisions affecting them. headspace is committed to providing young people, their family and their friends with meaningful opportunities to participate at all levels of the organisation.

Participation begins in communities with individual youth reference groups engaged to guide the vision for all headspace centres and continues all the way to headspace National with the employment of both the headspace Youth National Reference Group (hY NRG) and the National Family Reference Group. Young people also play a pivotal role in guiding the strategic direction of the organisation with voices both within the headspace Executive and on the headspace Board.

headspace Youth National Reference Group (hY NRG)

The 2021-22 hY NRG intake have been a key part of the work undertaken at headspace over the past year, providing crucial guidance on a number of projects including campaigns such as headspace Day, the LGBTIQ+ and Migrant and Refugee video content series. The group participated in key meetings within headspace National, delivered advice and insight at the Clinical Reference Group meetings, participated in media opportunities and featured in videos and content for social media.

headspace is incredibly grateful to the members of hY NRG for their ongoing support, guidance and insight into how programs and information can be delivered to ensure they meet the needs of all young people.



Jed's story

VIC, he/him

Jed is a member of headspace Bendigo's Youth Ambassadors Group, where he shares his lived experience of mental ill-health to support other young people in regional areas who are going through tough times.

He is also a prodigious fundraiser for headspace, having collected more than \$3,000 for his local centre via The Push Up Challenge.

Jed's contribution to headspace Bendigo and his community was recognised with the title of Bendigo Young Citizen of the Year in the local council's 2022 Australia Day honours.

He's also the creator of his own podcast, The Health Project, which shares tips and tricks he's learned for improving mental health and wellbeing.

Jed's advice to other young people is to always seek help.

"There is always light at the end of the tunnel. Nothing lasts forever, and things will get easier," he says.

Youth Advisors to the headspace Board

headspace warmly welcomed two new youth voices to the headspace Board in November 2021, Niharika Hiremath and Naraja Clay.

Niharika Hiremath, a South-Indian mental wellbeing practitioner and intersectionality advocate, has been working with headspace since October 2017 when she was employed as a member of hY NRG. Following this engagement, Niharika commenced a role at headspace Dandenong and headspace Narre Warren as a Youth Peer Support Worker where she provided support to culturally and linguistically diverse young people, and their friends and family. During this time, Niharika was also appointed Mental Health Commissioner with the National Mental Health Commission's Independent Advisory Board. Niharika has a Masters in Social Work from the University of Melbourne, as well as a Bachelor of Biomedical Science, a Bachelor of Commerce and a Graduate Diploma of Psychology from previous studies.

Naraja Clay, a proud Aboriginal woman from the Kalkadoon (Mt Isa) and Bwgcolman (Palm Island) Country, was engaged to participate in hY NRG from October 2017 to April 2019. In 2018, Naraja was ministerially appointed to the Queensland Premiers Anti-Cyberbullying Taskforce, and in 2019 was ministerially appointed to the Queensland Mental Health Commission's Mental Health and Drug Advisory Council. In 2020, she was appointed as a Co-Chair of the headspace National Aboriginal and Torres Strait Islander Advisory Group and in mid 2021 became the Chair. Naraja has spent the last five years advocating for reform and review of policy, practice and legislation relating to mental health and its vast intersections. Naraja began her advocacy journey as a passionate teenager with a lived experience, with a focus on better access to services and improvement of service delivery to youth mental health in her local government area.

Both Niharika and Naraja worked closely with and were supported by outgoing Youth Advisors to the Board Amelia and Jarrad to ensure a smooth transition. The Board Youth Advisor role is a unique opportunity to provide a youth perspective at the headspace Board level and contribute to the strategic direction of headspace.



Niharika Hiremath
Board Youth Advisor



Naraja Clay
Board Youth Advisor

AYAMH planning for Visible phase two

The Australian Youth Advocates for Mental Health (AYAMH) are a group of young people from across Australia with a passion for using the diversity of their lived and living experience to reduce stigma and improve the experiences of young people facing mental health challenges. AYAMH codesigned Visible, a creative process and national online platform, bringing young people from diverse backgrounds together with artists to collaborate and share powerful lived experience stories through art. Phase 1 of Visible saw headspace support 28 young people share stories with artists that have formed a powerful online exhibition available at visible.org.au.



Family participation at headspace National

The National Family Reference Group (formerly known as the Family and Friends National Reference Group) has expanded over the past year with the addition of eight new members. Members of the group offer important perspectives from their lived experience supporting a young person with mental health challenges. This source of knowledge continues to inform the work of the Family Inclusive Practice work at headspace.

National Family Reference Group members have contributed to a Facebook Panel series focussed on themes related to parenting a young person with mental health challenges. They also provided an important contribution to a video series developed by headspace targeted towards supporting families. The series also featured a Reference Group member and her daughter who reflected on the role of family in managing mental ill-health.

Increasingly, there are more opportunities to provide consultations and support for centres improving and enhancing participation of family.



Gerard's story

NSW, he/him

Western Sydney school student Gerard began volunteering for his local headspace centre at 12 years of age. Since then, he's gone on to become a long-serving member of the centre's Youth Advisory Committee - and a valued part of the headspace Youth National Reference Group!

Gerard is passionate about intersectionality in the mental health system and wants to see services that are safe and inclusive for all people to access, regardless of their backgrounds and identities.

His message to young people is to persevere through challenging times because things will get better.

In 2022, he's been a role model for other year 12 students living with mental ill-health, sharing his advice for how to manage study stress.

"Focus on running your own race and looking after yourself," Gerard says.

"Also know you can turn to a trusted teacher, family member or friend – or even visit headspace - when you need more support."

family and friends play a significant role in the lives of young people

In 2021-22, the Family Inclusive Practice Team contributed to the development of the 'headspace Family Strategy'. The Family Strategy affirms the potential of family in the care of young people and reflects the family work undertaken across all divisions at headspace National.

headspace understands that 'family' is whoever a young person regards as significant in their circle of care. In recognising the potential of family in the clinical care of the young person, the team has developed new resources, delivered training in providing family work and engaged in consultations with headspace centres. These initiatives have contributed to the capacity building of clinicians, improving and enhancing family inclusive practice at headspace centres.



 **87%**
of families would recommend headspace



Sarah's story

QLD, she/her

Sarah joined the headspace National Family Reference Group having supported a sibling and partner through their experiences of mental ill-health.

Sarah is passionate about advocating for family-inclusive service delivery and amplifying the voices of family members supporting young people through tough times.

Through the headspace National Family Reference Group, Sarah uses her story to build awareness for the important role families play in supporting young people towards better mental health.

"Working in the mental health space while caring for my sibling and partner granted me a greater awareness of and understanding about what they were experiencing. But at times I was not well-supported by mental health services to care for them, and I was overwhelmed and under-resourced to provide them the support they needed," Sarah says.

"My experiences have taught me that it is okay to not know how, or be able, to do it all. It is normal to have a tough time when caring for someone in need.

"My work in the headspace National Family Reference Group enables me to give a voice to that experience, so that others don't feel so alone."

Refugee and Migrant Practice at headspace

A Refugee and Migrant Practice team was established in early 2022 to support culturally responsive practice at headspace.

Multicultural young people are underrepresented in Australia's youth mental health services, despite facing increased risk factors that can undermine mental health and wellbeing. The team has embarked on the foundational work required to support headspace to address the barriers to help-seeking for culturally diverse young people.

The Refugee and Migrant Practice team has started scoping the training, resource and systems change needed to ensure headspace services and workplaces are culturally inclusive. Content has been produced for the headspace website exploring the connections between culture and mental health and providing practical advice for multicultural young people when seeking mental health support. The team is establishing relationships with multicultural organisations, youth representatives and headspace network representatives, to ensure that work is needs-based and is delivered collaboratively.

headspace centres are the foundation of the broader headspace platform

7 new satellites now operate in:

Victoria

- Plenty Valley (satellite from Greensborough)
- Ocean Grove (satellite from Geelong)

Queensland

- Sarina (satellite from Mackay)
- Whitsundays (satellite from Mackay)

New South Wales

- Cowra (satellite from Bathurst)
- Wyong (satellite from Gosford)
- Yass (satellite from Goulburn)

8 new centres opened in:

- Victoria:** Echuca and Malvern
- Queensland:** Emerald
- New South Wales:** Kempsey and Taree
- Western Australia:** Cannington and Karratha
- Australian Capital Territory:** Tuggeranong

headspace National plays a key role in the establishment of headspace services in communities, including provision of information, support and advice, tender documentation review and recommendations to Primary Health Networks (PHNs) during the selection of a Lead Agency to run the headspace service.

headspace National then has an ongoing role in working with the appointed Lead Agency and PHN to establish the service in alignment with the requirements of the headspace Model.

Over the past 12 months, the headspace network continued to expand with the establishment of seven new satellites and eight new centres.

In addition, 'Round 13' for the establishment of headspace sites has been confirmed and includes the upgrading of six satellites to centres over 2022 – 2023.

headspace National has worked with the national network, PHNs and Lead Agencies that run headspace centres to support the refurbishment of 20 headspace services in communities and assist with the relocation of six centres.

headspace Model Integrity Framework

headspace National ensures services continue to deliver support in accordance with the headspace model by conducting regular assessments through the headspace Model Integrity Framework (hMIF). This framework (hMIF) outlines the minimum requirements each headspace service must meet to demonstrate that they are in alignment with the model. The Centre Services team at headspace National supports the network through the process to obtain certification. Once certificated, the headspace Trade Mark Licence Deed is renewed to allow services to continue to operate under the headspace brand. In 2021-2022, 74 services participated in hMIF V2.

Ongoing Engagement with the headspace Network

Monthly strategic network meetings were facilitated by headspace National CEO Jason Trethowan with representatives from Lead Agencies, PHNs and centres attending. These were a key engagement mechanism as the network continued to navigate the impacts of the pandemic. Sessions provided an opportunity for the attendees to connect with topics informed by centres, including a mix of headspace National teams sharing resources, best practice and guidance to centres.

Victorian COVID-19 Outreach Support funding

Funding was provided by headspace National, via Federal and State governments, to the Victorian headspace centre network to enhance their ability to respond to local demand and increase outreach services to young people impacted by the pandemic. Funding enabled: the recruitment of additional staff; scaling up or commencing single session clinics; delivering in person and virtual brief interventions for young people and families, and the support of student placements to increase services. Outcomes of this funding for the period September 1, 2020, to June 30, 2022, saw 4,800 young people receiving 12,800 occasions of service, with the equivalent of 29 full time clinical staff engaged and on average, the equivalent of 25 full time student placements per month.

NSW COVID-19 Response

The NSW COVID-19 support package provided funding to 16 headspace centres and three headspace satellites in greater Sydney. The aim of this funding was to increase the ability of headspace in these locations to support more young people and their family and friends through in person and online service offerings. Funding was used to employ additional workforce and to implement initiatives such as brief intervention models, family-based therapies and group work.



offering digital services that best support young people

20,925

Online and phone counselling service eheadspace provided 54,961 services to 20,925 young people.



Online communities

Online communities offer a range of supports, including the option for young people to join group chats led by peers or clinicians. The program has seen continued growth this year, with a massive 348 peer chats delivered under the major topics of: Navigating Relationships; Qheadspace (for young people identifying as LGBTIQ+); General Coping; Yarnspace (a bespoke mental health support for Aboriginal and Torres Strait Islander young people), and Adults Supporting Young People. This year, we also introduced monthly peer chats on work and study issues in collaboration with the headspace Work and Study Online Service. These were very well received. Peer chat transcripts were viewed more than 55,000 times and we delivered more than 40 tailored online chat sessions led by eheadspace clinicians. These group chats offer a safe space for discussions on topics such as bushfires, coping with drought, managing relationships and navigating difficult times.

Regional Phone Counselling Service (Vic)

The headspace Regional Telephone Counselling Service (RPCS) is designed for secondary students attending school in regional areas of Victoria located more than 80 kilometres from a headspace centre. The service is funded by the Victorian Government and ensures students in regional Victoria have access to mental health support via a team of clinical workers at headspace. Since inception referrals to the RPCS have more than doubled with more than 90 young people receiving a service this year. All participating schools expressed high or very high satisfaction with the service overall and unanimously agreed that the RPCS provided young people with access to support that would otherwise be unavailable. As a result of their engagement with the RPCS, young people were seen to be better able to cope with current challenges and be more aware of how to find help. The RPCS has continued to evolve over the past year and now supports 70 Victorian schools.

eheadspace

eheadspace, now in its 12th year of operation, provides confidential and free online and telephone support and counselling to young people and their families between 9am and 1am AEST every day of the year and young people can connect with a youth mental health professional when, where and how it suits them. Like all of headspace, eheadspace offers a stigma-free, 'no wrong door' youth-focused, family inclusive approach. During 2021-2022, eheadspace provided support to more than 20,000 young people and families. Eighty-four per cent of those attending eheadspace expressed that they were highly satisfied with the service they received. This year, eheadspace received additional funding to offer support to young people during challenging times, including natural disasters.

In May 2022, we were thrilled to welcome our first Queensland-based clinicians to the eheadspace team.

 **83%**

of young people reported being satisfied with eheadspace

Brock's story

SA, he/him

Brock sought support from the headspace Work and Study program after a period of unemployment that left him having a difficult time with his mental health.

With support from his headspace Vocational Specialist, Brock was able to refine his resume and set out a plan for his future aspirations, as well as undertake practice interviews and develop skills for cold calling potential employers.

During his time with the service, the 25-year-old not only booked several interviews but went on to secure a role that he credits with relieving financial stress and offering him the routine he needed for better mental health and wellbeing.

In coming to headspace, Brock also accessed education about and support for his Autism Spectrum Disorder diagnosis.

Reflecting on his experience, Brock said: "Before joining headspace [Work and Study Service], I was feeling depressed and had low self-worth.

"headspace Work and Study helped me be healthy enough and be motivated to apply for jobs and attend interviews."

headspace Connect

headspaceConnect was initially developed as part of the headspace Waitlist Reduction Program. Commencing in May 2020, headspaceConnect is an integrated teleweb service dedicated to providing person-centred support and treatment to young people who seek support at one of six participating headspace centres in New South Wales and Queensland. Our outcome evaluation results demonstrate that the service improves timely access to care for young people and positively impacts the wait times at referring centres. Young people who receive care through headspaceConnect experience significant clinical improvements, including reduced psychological distress and days unable to work, study or manage their day-to-day activities, as well as improved quality of life and functioning. headspaceConnect is accessible for harder to reach young people, particularly young men and Aboriginal and Torres Strait Islander young people. During the past year headspaceConnect has supported 225 young people.

741

young people supported through headspace Telepsychiatry

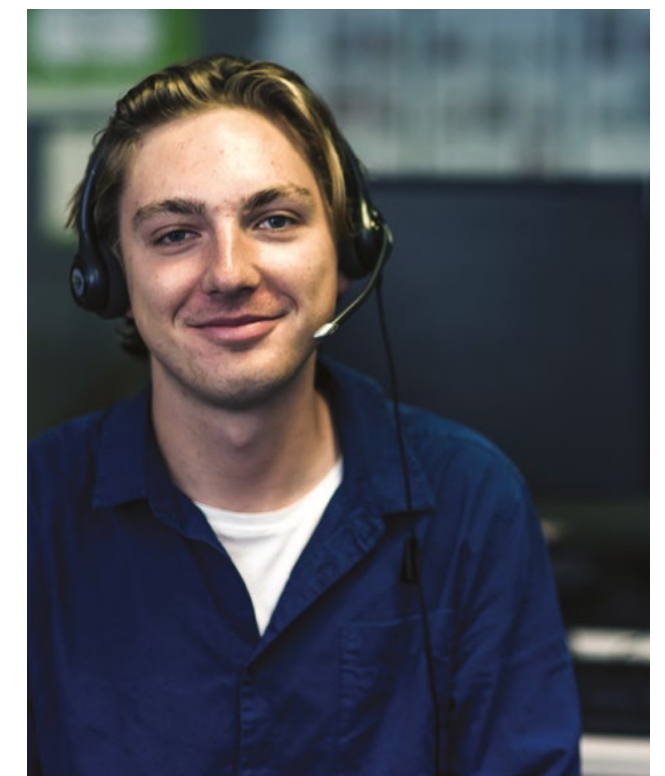


headspace.org.au and headspace account

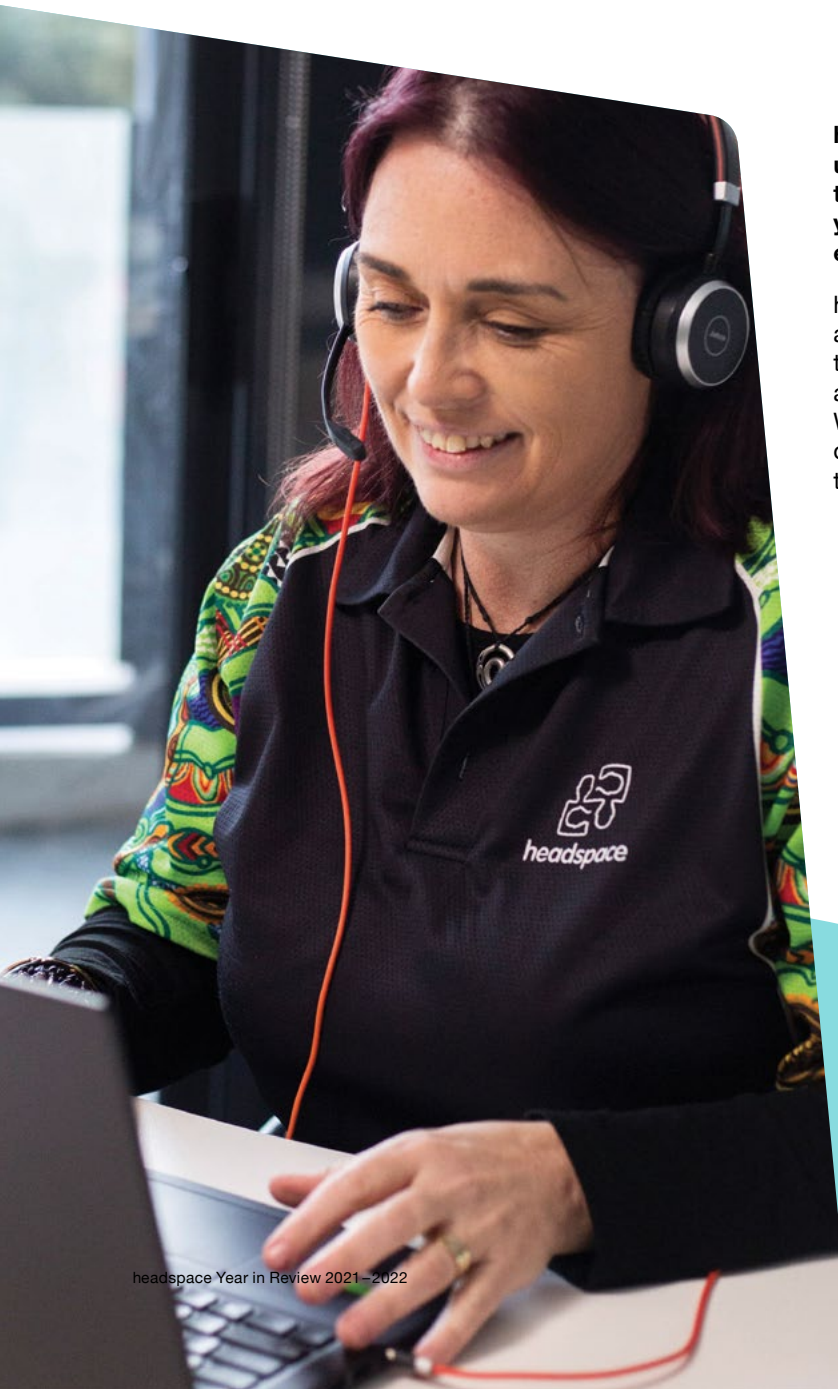
The headspace website and its account are key areas for young people and their families to find self-help resources or access headspace digital services. The headspace account has recently undergone enhancements to create better personalisation capability, ensuring users get directed to the help they need as quickly as possible. The headspace website saw 7.9 million page views for the year and now has more than 53,000 registered headspace account users taking advantage of the digital resources the headspace account offers.

headspace Telepsychiatry

headspace Telepsychiatry provides young people aged 12 to 25 who live in eligible regional and rural areas with access to highly skilled psychiatrists via video consultations. The program also offers secondary consults to GPs and mental health professionals. The psychiatrists are experts in youth mental health and have experience working with young people from various backgrounds. The service is experiencing a considerable growth in demand and during the past year provided support to 741 young people, as well as 159 secondary consult sessions to professionals across the network.



supporting young people with their employment, study and mental health



headspace Work and Study is the new badge that uniquely defines the suite of services delivered through the headspace network to support young people with both their mental health and educational and economic participation.

headspace has grown to 140 vocational team members across the country in the past 12 months, supporting up to 3,900 young people. The partnership between clinician and vocational worker is what uniquely defines headspace Work and Study. Services are free, without obligation, online or in person and always with the young person at the centre.

98%

of young people reported being satisfied with the headspace career mentoring service

Work and Study Online

headspace Work and Study Online, a unique model of clinically integrated employment and education support for young people aged 15-25, has continued to grow in reach and delivery. In its second year of program expansion, the service supported over 1,700 young people from right around Australia.

Using its innovative online model, the service connects young people with both vocational and clinical support, helping them to reach their work and study goals whilst managing their mental health. The service is an important partner to both headspace centres and communities who have limited employment and education support services for their young people, ensuring young Australians can access both mental health support and work/study support, no matter where they live. Young people are also able to access a range of work and study related resources, activities and communities through the headspace account.

Work and Study in headspace Centres: Individual Placement and Support Program

Individual Placement and Support (IPS) integrates in-person vocational and clinical support in headspace centres. Following a significant investment from the Department of Social Services (DSS), the program has extended its reach from 24 to 50 headspace centres over the last financial year. The program has more than 100 Vocational Specialists delivering tailored, holistic and strength-based vocational support.

The DSS engages headspace as the Program Management Provider, supporting centres to provide consistent and quality program delivery. In the last year, 2,167 young people received work and study support through the IPS program, with 63% indicating a positive work or study outcome on exit. Of these, 44% indicated that they had gained a job as the main outcome achieved on exit. In relation to mental health outcomes, 81% of young people engaged in the IPS program experienced an improvement on at least one of three measures of mental health and wellbeing.

headspace Career Mentoring

headspace Career Mentoring, an online service which matches young people aged 18 to 25 with a headspace trained and supported industry mentor, saw more than 750 individual mentoring sessions delivered over the past year- the highest number in the program's history. In another challenging year, headspace Career Mentors have once again supported young people to realise their full potential and reach their employment goals.



Christian's story

NSW, he/him

Christian, a young marketing graduate, found himself in need of guidance and direction as he navigated the evolving employment landscape and challenges of entering the workforce during the pandemic.

"I wasn't sure where to even begin because beyond just finding work, I needed someone to help me boost my confidence, as it suffered due to job shortages during Covid," Christian says.

He decided to register for the headspace Career Mentoring Program, which connects young people with a professional to help them find, maintain and enjoy employment in their field of work.

Christian said this appealed to him and he felt he needed someone with experience in marketing to provide the support he needed.

After registering for the mentoring service, Christian was paired with Justine.

"My mentor, Justine, has been nothing short of amazing! We have a fantastic relationship. I feel comfortable being open and honest about anything career related. She is very open-minded, adaptable, and knowledgeable.

"Finding employment might seem like a daunting process but with a headspace [career] mentor you can receive guidance and feedback to improve your skills and achieve the goals you set."

supporting mental health literacy in school communities and beyond

The headspace Schools division has continued to grow and diversify. The division now services and supports a much broader audience than just schools and school communities.

Since 2018, the division has onboarded several contracts that have included whole of community suicide postvention, support for Australian universities, and more recently response and recovery contracts across flood-impacted communities. In 2022, the division is now servicing upwards of 15 state and territory funded contracts. As a result, the division has refreshed its name to reflect its broad offering. headspace Schools and Communities is an exciting new development and is reflective of the incredible work across the headspace workforce and the adaptability of headspace National.

5,240

parents and carers attended information sessions in VIC or NSW

Be You

Schools play a pivotal role in supporting the mental health and wellbeing of young people and their families. In response to this, headspace continues to be a service delivery partner for Beyond Blue's Be You initiative. headspace has retained 6816 schools (64% of Australian schools), recruited 145 new schools from November 1, 2021, to July 1, 2022 and decreased the percentage of non-participating schools from 38% to 36.3%. Be You supports educators to build the foundations of lifelong mental health and wellbeing in children and young people. We have facilitated 42 national sessions and events and 150 in regional Australia. We have also delivered 122 postvention planning workshops and responded to 120 notifications of critical incidences across the country. headspace's involvement in the Be You initiative actively contributes to a whole of community approach to learning about wellbeing, creating emotionally safe, inclusive environments that build resilience.

Natural Disaster Response Program – Floods "Recovery to Resilience"

In July 2021, headspace welcomed funding from the NSW Government to provide mental health and wellbeing support to flood-affected communities in NSW. headspace implemented a model based on natural disaster principles, trauma-informed practice, and response and recovery. This is an all ages and all stages of life approach to coordinating, connecting and collaborating activities to support whole of community recovery and resilience. Activities include: strengthening the connections in communities; building capacity of workforces; collaborating with stakeholders, and communicating how and where to get support.

NSW Community Collaboratives

Suicide is complex and challenging for individuals and communities. The Community Collaboratives Initiative brings together key stakeholders so that they can communicate about risks in real time and initiate postvention response and recovery strategies in a coordinated way that best supports the community. The funding has enabled support for 12 communities in NSW.

3,835

principals and school leaders supported and trained

Schools Suicide Prevention Activities

The Mental Health Education Program (MHEP) team conducted 1,419 workshops, delivered to 313 schools, reaching 58,821 school students in 2021-22. Throughout this time, the impact of Covid-19 and natural disasters caused some disruption, leading to an increase in online delivery of the work. A focus for the program has been collaboration with stakeholders, and we have seen a strengthening of partnerships with education departments who have invited MHEP to be a part of their own wellbeing strategies. MHEP is proud to have recruited a consultant based in Darwin which is a step closer to increasing our reach to First Nations young people, a key part of our strategic plan for the coming year.



supporting young people experiencing psychosis



The headspace Early Psychosis Program continued to support young people identified as being at Ultra High Risk of developing a psychotic illness, as well as young people experiencing their first episode of psychosis. The Early Psychosis programs continued to work with young people during the various lockdowns across the country, both in person and using telehealth.

An external evaluation of the headspace Early Psychosis Program released in late 2020 acknowledged the significant social and wellbeing improvements experienced by young people in the program. The report also identified areas for improvement which are being worked towards within the network.

This year, headspace National supported the relocation of headspace Osbourne Park, ensuring that its Early Psychosis program remained integrated with the primary service.

The Early Psychosis team at headspace National developed and implemented several new reports and dashboards in Tableau after the successful review and updating of the Early Psychosis Minimum Data Set. The new Tableau reports were developed in consultation with the network Data System Project Managers (DSPMs) and the new reports have provided the DSPMs, Operational Managers and the PHNs with greater detail and information on compliance and outcome measures for the program.

Young people and their families can access the Early Psychosis program at 14 headspace centres across Australia.



building a sustainable workforce

There is a shortage of qualified professionals within the mental health system and this makes it challenging for young people to access the care they need.

Launched at the beginning of 2022, the headspace Early Career Program offers placements for allied health students and graduates within headspace services. The program includes salaried positions, comprehensive mental health education, scaffolding at participating headspace services and professional clinical supervision. It will be delivered in phases across the country, starting with the 2022 rollout in Victoria, Tasmania, Queensland and Western Australia, with the remaining states to follow (subject to funding).

The graduate program offers a two-year comprehensive youth mental health training and development program. It aims to both boost capacity at headspace services and increase the pipeline of quality mental health workforce to support the sector long term. The program is open to Social Work, Psychology and Occupational Therapy graduates and offers two rotations of funded placements in headspace services, discipline-specific clinical supervision and 40 days equivalent of professional training.

There have already been significant successes in the program with 56 headspace centres engaged, more than 50 graduates employed, nearly 200 students placed in centres and more than 4,000 occasions of service delivered to young people.

Following completion of the program, graduates will be well positioned to continue to develop their careers in headspace and the broader youth mental health system; and to contribute to the capacity and capability of the youth mental health workforce.

Graduates commenced with headspace across WA, QLD, VIC and TAS



118

student clinicians placed across WA, QLD, VIC and TAS

NSW COVID-19 Recovery Package

The NSW COVID-19 Recovery Program was established in early 2022, following significant investment from NSW Health, in recognition of the added demand for headspace services since the outbreak of COVID-19. This program works to grow the number of mental health professionals in NSW headspace centres, providing additional services to young people.

Program outcomes are being achieved through three new initiatives:

A student placement program which sees the placement of Social Work, Occupational Therapy and Psychology students in headspace centres. These students are supported by Clinical Educators who provide clinical supervision and appropriate resources to support the development of these students.

A GP capacity boost program is creating opportunities for headspace centres to recruit and retain GPs, increasing their capacity to work with young people who present to headspace with more complex health needs.

A sessional psychiatrist program was developed in partnership with the Royal Australian and New Zealand College of Psychiatrists (RANZCP). The program sees RANZCP collaborating with the headspace network to connect sessional psychiatrists in headspace centres across NSW and boost capacity for headspace centres in NSW.

GPs at headspace

The GP Program at headspace continued to support GPs across the centre network by coordinating the community of practice, secondary consultations (with headspace Telepsychiatry) and the GP mentoring programs. Activities were informed by a new reference group, GP Voice, which was made up of experienced headspace GPs. headspace also issued the biennial headspace GP Survey with results to be collated early in the next financial year.

To meet an identified community need, we developed a comprehensive webinar series for GPs around suicide postvention. To promote safe and quality General Practice at headspace, we began development of guidelines, recommendations and a readiness check for headspace centres looking to engage GPs.

Peer Support

This year represented an exciting time for the headspace Peer Work program as we focussed on the development of the Essentials in Peer Work course - the first of three in our planned syllabus for headspace peer workers. String Theory Creative were engaged to produce high quality video content which put the voices of experienced peer workers at the forefront. Our Peer Work Guidelines also received an update.

With new staff welcomed to the team, headspace has been undertaking extensive consultation around the upcoming headspace Peer Work community.



Larry's story

VIC, they/them

Larry joins headspace Collingwood as one of the inaugural Early Career Program graduates.

The role marks a new beginning for the Master of Social Work graduate, who previously worked in the finance sector before deciding their passion was working with young people.

"I loved the idea of working at the intersection of youth and mental health, as I think the years 12 to 25 are such critical ages for young people. Having access to mental health support in such transitional years of a young person's development can be transformative," Larry says.

Larry was attracted to the program because of the support and education graduates at headspace receive, saying it sets them up for long-term success in the field.

"I am also excited to be a part of a team of people who are inspired by, and care about this field of practice, and about young people," Larry says.

our commitment to cultural practice



This year headspace underwent a significant shift in the way we think about and deliver services to First Nations young people and families.

In September, Gumbaynggirr woman Dr Lilly Brown was appointed the inaugural Executive Director of the First Nations Wellbeing and Engagement (FNWE) division and in November we received the Embedding Cultural Practice and Safety Project Report. With an increase in First Nations leadership and the evidence base the Report provided, a coordinated and resourced approach is now being taken to ensure our services are safe and appropriate for First Nations young people, a key requirement given almost 8,500 First Nations young people accessed a headspace service between 2021-2022.



A coordinated and resourced approach is now being taken to ensure our services are safe and appropriate for First Nations young people.

Embedding Cultural Practice and Safety Project Report

The process informing the Report began in early 2020 and included a survey and nationwide consultation with over 1,320 people including headspace Centre staff, young people and families, and representatives from the Aboriginal community-controlled health sector. Nine key findings and thirteen recommendations were made in the Report including:

- Relationship building and outreach programs
- Cultural capability training for staff
- Development of a National Cultural Safety Framework
- Creation of safe drop-in spaces at centres
- Increasing the First Nations workforce
- Elder-in-Residence programs
- Delivery of care through culturally safe methods such as single session therapy, group and family therapy and integrating cultural care into mental health care plans

During the first half of 2022 FNWE took a relational approach to releasing the Report. Stakeholder engagement was both vertical and horizontal and included presenting the findings of the Report in every state and territory attended by centre managers, clinical leads, lead organisations and Primary Health Network (PHN) representatives. FNWE has also used the Report as the foundation to begin building relationships with First Nations peak representative bodies and First Nations communities and organisations.

FNWE Division established

A key priority during 2021-2022 was the establishment of a core First Nations team to lead the work of implementing the recommendations that emerged from the Report. Proud Dja Dja Wurrung and Yorta Yorta woman and social worker Kimberley Harrison was appointed in a clinical role as the National Manager, Healing and Wellbeing, joining Wuthathi and Erub man Daniel Knapp as the National Manager of the already-established Cultural Practice and Engagement team. Not soon after, Dr Scott Mackay, a Pākehā (non-Māori) man originally from Aotearoa, joined FNWE as National Manager, Cultural Capability and Collaboration.



Jamilla's story

ACT, she/her

Wominjeka Reference Group member Jamilla is a proud Gamilaroi woman and Koori educator.

She shared her lived experience and Aboriginal culture to help develop headspace's 'Take a Step' social and emotional wellbeing campaign that launched in August 2021.

Jamilla says 'Take a Step' was special because it encouraged Aboriginal and Torres Strait Islander young people to view their wellbeing holistically, emphasising their connection to community, culture and Country.

"I want Mob to understand that even the smallest of steps towards better health are really significant achievements," Jamilla says.

"In times of uncertainty, like the one we're living through at the moment, I find great strength, peace, belonging and power in knowing I will always have my culture. It is reassuring to have that constant in my life, something I can always carry with pride."

The development of a core FNWE leadership team augmented the support to existing First Nations staff and initiatives that were brought into the fold when the division was established and continued throughout the year. These included:

Aboriginal and Torres Strait Islander Advisory Group (ATAG)

The work of the FNWE division has been guided by ATAG, which is made up of ten members, including Elders, young people and centre staff. Five meetings were held during 2021-22 enabling the FNWE teams to be advised and guided by First Nations expertise, lived experience and knowledge at a critical moment of substantial organisational growth in the First Nations space.

Aboriginal and Torres Strait Islander Staff Network (ATSN)

Over the past 12 months the ATSN has significantly increased to 80 staff at headspace National and across the centre network. Due to COVID restrictions, the annual ATSN face to face event was moved online and included fun interactive activities and a keynote from Wiradjuri/Wolgalu man and mental health advocate, Joe Williams. In February 2022, monthly ATSN meetings started and the ATSN Yarning channel on Zoom was established and continues to grow to meet the needs of our rapidly growing First Nations workforce.

Aboriginal and Torres Strait Islander Traineeship Program

With generous support from Future Generations Global (FGG), a renewed version of the Aboriginal and Torres Strait Islander Traineeship program has been developed which will lead to the recruitment and support of four trainees across the headspace centre network in 2022.

Survival Day and Healing and Wellbeing Grants

From January 2022, FNWE released Survival Day and Healing and Wellbeing Grants, encouraging headspace centres and satellites to foster deeper engagement with First Nations young people, Elders and communities. Survival Day Grants were especially well received by members of the ATSN as demonstrating a commitment to support First Nations young people while recognising the strength and resilience of Aboriginal and Torres Strait Islander peoples. Between Survival Day and NAIDOC week, 99 participating services held activities, including workshops, gatherings and events engaging local First Nations young people and communities. Initial feedback has been overwhelmingly positive with many centres focusing on activities that encourage creative expression to engage young people and increase social inclusion and connectedness.

Take A Step

The Take a Step campaign launched in August 2021 and aimed to support young Aboriginal and Torres Strait Islander people with social and emotional wellbeing (SEWB) and help them know what to do when they're not feeling too deadly. The campaign was co-designed with the creative support of the Wominjeka Youth Reference Group - a group of First Nations young people from around the country, who were recruited to work with headspace long-term. Once launched, Take a Step came to life nationally through advertising, including on TV, radio, billboards and through multiple digital channels, and locally, with more than 50 centres applying for a grant to engage with community in their areas, working together to put on events that supported young people and promoted the campaign.



'Take a Step' campaign



89%
of young people would recommend headspace

778,321
young people have received services since inception

87%
of families would recommend headspace



150
headspace sites operating across Australia



#1
headspace is the most recalled youth mental health organisation



79%
of young Australians consider headspace suitable for young people

working together to improve quality and guide our future



The Strategy, Impact and Policy division guides the organisation’s strategic direction, informs the national policy reform agenda, and continues to comprehensively monitor and evaluate headspace services to support continuous quality improvement, guide service innovation, and inform future directions in youth mental health.

headspace Strategy

The headspace 2021-24 Strategy was released in mid-2021 setting out an ambitious path to improving the mental health and wellbeing of young Australians. The strategy sets out our priorities, including:

- a truly integrated network of headspace supports
- providing access and choice
- collaborating across our network and with the broader youth mental health ecosystem
- using our influential voice to engage communities and drive change

Over the past 12 months, major work programs have commenced, including strengthening the holistic care model and development of the One headspace work program.

Policy and government relations

headspace continues to collaborate and engage with governments to actively contribute to and shape the whole of mental health system reforms needed to achieve better outcomes for young people.

The National Partnership Agreement for Mental Health and Suicide Prevention came into effect with the Commonwealth, New South Wales, Queensland, South Australian, Tasmanian and Northern Territory governments. This defines the funding flows for mental health services and supports increased integration between Commonwealth and state funded services, and regional commissioning of services.

headspace will continue to work across the different levels of government. As always, we will be informed and guided by ongoing communication with the headspace community, including headspace National, the centre network and young people and families.

Evaluation and Monitoring of headspace programs

Over the past 12 months, headspace has continued to monitor and evaluate headspace programs and services to measure their activity and effectiveness and guide continuous quality improvement.

Key projects undertaken include:

- a study into the ‘My headspace Experience’ (MhE) scale to determine young people’s ongoing service experience across the following five domains: willingness to be at headspace; feeling listened to and understood; working on things that are important to them; feeling that things are improving in their lives, and feeling more hopeful for the future.
- evaluations of significant new programs including the headspace Early Career Program, the Victorian Pathway Integration Program, and the NSW COVID-19 Recovery Package.
- continued evaluation of Centre-based services, the headspace Demand Management and Enhancement Program, Single Session Thinking and Single Session Family Consultation, and the Australian Youth Advocates for Mental Health program.
- ongoing service monitoring across all programs, with a key focus on Centre-based Vocational Services and the Early Psychosis Program.
- current development of comprehensive evaluation frameworks for Vocational Programs and Digital Mental Health Programs, including the Partners in Parenting and Therapist-assisted Online Parenting Strategies.
- extensive support to the external evaluation recently undertaken of the headspace centres.

we are thought leaders in youth mental health

Research projects

headspace has engaged in a wide range of research projects, including:

- Partnering on the Australian Early Psychosis Collaborative Consortium, which will establish the world's first clinical registry for early psychosis.
- A second National Health and Medical Research Council partnership grant with Orygen, examining outcomes for young people accessing support at headspace.
- Partnering on several Medical Research Future Fund Projects including:
 - InsideOut - A Centre for Health System Research and Translation in Eating Disorders: detection and intervention system-focused knowledge to drive better outcomes in mainstream care for eating disorders.
 - Our Journey, Our Story: Building bridges to improve Aboriginal youth mental health and wellbeing. Bringing family, community, culture, and country to the centre of health care.
 - Ngalaiya Boorai Gabara Budbut - supporting the heads and hearts of children: Responsive mental health care for Aboriginal and Torres Strait Islander adolescents.
 - Enhancing engagement with eHealth approaches to prevent cardiovascular disease among adolescents: The Triple E Project.

headspace also initiated three headspace-sponsored evidence-base scholarships. These will support three PhD projects in areas of research priority for headspace, commencing in late 2022.

Reports, articles and snapshots published

Reports released and available on the headspace website include:

- Young People's Experience at headspace
- Family Satisfaction Questionnaire
- Evaluation of headspace centre services
- Accessibility of the headspace early psychosis program
- AYAMH and Visible 2020 Findings
- Accessibility of headspace centre services

headspace has also continued to contribute to the evidence base in youth mental health by publishing in research literature, including:

Ross, A., Kryszynska, K., Rickwood, D., Pirkis, J., & Andriessen, K. (2021). How best to provide help to bereaved adolescents: A Delphi consensus study. *BMC Psychiatry*, 21, <https://doi.org/10.1186/s12888-021-03591-7>

Andriessen, K., Kryszynska, K., Rickwood, D., & Pirkis, J. (2021). "Finding a safe space": A qualitative study of what makes help helpful for adolescents bereaved by suicide. *Death Studies*. <https://doi.org/10.1080/07481187.2021.1970049>

Rickwood, D., Kennedy, V., Miyazaki, K., Telford, N., Carbone, S., Hewitt, E., & Watts, C. (2021). An online platform to provide work and study support for young people with mental health challenges: Observational and survey study. *JMIR Mental Health*, 8(2), e21872. <https://doi.org/10.2196/21872>

Filia, K., Rickwood, D., Menssink, J., Gao, C. X., Hetrick, S., Parker, A., Hamilton, M., Hickie, I., Herrman, H., Telford, N., Sharmin, S., McGorry, P., & Cotton, S. (2021). Clinical and functional characteristics of a subsample of young people presenting for primary mental healthcare at headspace services across Australia. *Soc Psychiatry Psychiatr Epidemiol*, 56, 1311-1323. <https://doi.org/10.1007/s00127-020-02020-6>

Allott, K., Gao, C., Hetrick, S. E., Filia, K. M., Menssink, J. M., Fisher, C., Hickie, I. B., Herrman, H. E., Rickwood, D. J., Parker, A. G., McGorry, P. D., & Cotton, S. M. (2020). Subjective cognitive functioning in relation to changes in levels of depression and anxiety in youth over three months of treatment. *BJP Open*, 6, e84.

Allott, K., Gao, C., Hetrick, S. E., Filia, K. M., Menssink, J. M., Fisher, C., Hickie, I. B., Herrman, H. E., Rickwood, D. J., Parker, A. G., McGorry, P. D., & Cotton, S. M. (2020). Subjective cognitive functioning in relation to changes in levels of depression and anxiety in youth over three months of treatment - CORRIGENDUM. *BJP Open*, 6, e110.

Filia, K., Menssink, J., Gao, C. X., Rickwood, D., Hamilton, M., Hetrick, S. E., Parker, A. G., Herrman, H., Hickie, I., Sharmin, S., McGorry, P. D., & Cotton, S. M. (2022, Feb). Social inclusion, intersectionality, and profiles of vulnerable groups of young people seeking mental health support. *Soc Psychiatry Psychiatr Epidemiol*, 57(2), 245-254. <https://doi.org/10.1007/s00127-021-02123-8>

Hetrick, S. E., Gao, C. X., Filia, K. M., Menssink, J. M., Rickwood, D. J., Herrman, H., Hickie, I., McGorry, P., Telford, N., Parker, A. G., & Cotton, S. M. (2021, Dec 1). Validation of a brief tool to assess and monitor suicidal ideation: The Youth Suicide Ideation Screen (YSIS-3). *J Affect Disord*, 295, 235-242. <https://doi.org/10.1016/j.jad.2021.08.053>

Cotton, S. M., Menssink, J., Filia, K., Rickwood, D., Hickie, I. B., Hamilton, M., Hetrick, S., Parker, A., Herrman, H., McGorry, P. D., & Gao, C. (2021, Aug 21). The psychometric characteristics of the Kessler Psychological Distress Scale (K6) in help-seeking youth: What do you miss when using it as an outcome measure? *Psychiatry Res*, 305, 114182. <https://doi.org/10.1016/j.psychres.2021.114182>

Cotton, S. M., Hamilton, M. P., Filia, K., Menssink, J. M., Engel, L., Mihalopoulos, C., Rickwood, D., Hetrick, S. E., Parker, A. G., Herrman, H., Telford, N., Hickie, I., McGorry, P. D., & Gao, C. X. (2022, Jul 20). Heterogeneity of quality of life in young people attending primary mental health services. *Epidemiol Psychiatr Sci*, 31, e55. <https://doi.org/10.1017/s2045796022000427>

Cotton, S. M., Hamilton, M. P., Filia, K., Menssink, J. M., Engel, L., Mihalopoulos, C., Rickwood, D., Hetrick, S. E., Parker, A. G., Herrman, H., Telford, N., Hickie, I., McGorry, P. D., & Gao, C. X. (2022, Jul 20). Heterogeneity of quality of life in young people attending primary mental health services. *Epidemiol Psychiatr Sci*, 31, e55. <https://doi.org/10.1017/s2045796022000427>

advocating for mental health reform across Australia

Purposeful and proactive advocacy serves to promote and secure support for headspace and this year has seen significant opportunities for headspace to inform the future of youth mental health in Australia.

Significant government relations activity has been undertaken over the last 12 months, particularly in preparation for the Federal Budget, new Commonwealth-State funding agreements under the National Partnership on Mental Health and Suicide Prevention, and the Federal Election.

Advocacy efforts have secured funding for the headspace Schools Mental Health in Education Program, headspace Work and Study, the headspace Early Career Program, and new mental health training and suicide prevention support to all Australian universities, as well as policy changes for regional and rural GP and telepsychiatry services under Medicare.

Following the Federal Election, headspace met with incoming Ministers, MPs and Department heads to establish relationships, highlight funding priorities, and collaborate on National Partnership implementation.

headspace continues to engage with important inquiries and reviews into mental health across the country, helping to ensure that the voices of young people are amplified in discussions about system reform. This includes making a submission to the Queensland Mental Health Select Committee about enhancing support for young people in Queensland. Representatives including headspace Board Youth Advisor Naraja Clay gave evidence in person to the committee. headspace also made a submission to support the development of the Victorian Suicide Prevention Strategy, provided advice to the Victorian Pandemic Orders Committee, and presented to the Western Australian Mental Health Commission.



supporting the mental health of young people globally

International collaboration, advocacy, and connection is key in continuing headspace's support for the mental health of young people globally.

United Kingdom Advocacy

Interest in establishing a headspace type model in the UK continued to gather momentum throughout the year. headspace continued support for the Fund the Hubs campaign with high level representations to the UK Government. This included an opportunity to meet with the UK Minister of State for Care and Mental Health where headspace CEO Jason Trethowan and Youth Board Advisor Naraja Clay had a candid discussion with the Minister about headspace and how the service operates in Australia.

Foundry (Canada), headspace (Australia) and Jigsaw (Ireland) Collaboration

In the third year of collaboration, the joint goal of creating a space to share knowledge, experience and peer support across a number of common themes has strengthened. With working groups well established in topics ranging from family and friends and youth participation to supporting school educators and addressing complex mental health issues in young people, new areas of collaboration emerged with a focus on the inclusion of the Youth Voice and Governance. This also led to opportunities for members of the headspace Youth National Reference Group and headspace Board to participate and provide additional insight to global partners.

headspace Denmark visit

headspace Denmark visited during the year as part of their co-host planning for the International Association of Youth Mental Health conference to be held in Copenhagen later in 2022. In welcoming the CEO, Trine Hammersoy, and Chief of Communications, Pia Bindsboll, we shared information and discussed the upcoming conference and shared experiences about peer support, digital programs, and fundraising. A visit to headspace Malvern was included in the trip and the headspace Denmark team explored the role of Youth Reference Groups and community engagement activities.

building a platform that evolves with changing needs

headspace services are under considerable pressure to provide timely, accessible and responsive support to young people and their families.

A recent literature review into demand management activities identified single session thinking (SST) and single session family consultation (SSFC) approaches as a key opportunity to improve service access and efficiency, as well as provide client-centred and solutions focused support. Throughout 2021, the clinical practice and family inclusive practice teams delivered training across the centre network to implement this approach. There was strong engagement with the rollout activities, with 119 champions from 64 centres participating in the training and working with their centres to embed SST and SSFC in their centre practices. This has resulted in many sites reporting significantly reduced waiting lists and wait times, with young people and families more satisfied with the access to timely and solutions-focused support.

The headspace website gets millions of visits each year. In an effort to capitalise on the opportunity this presents, the clinical practice team sought to develop enhanced interactive website content. This content was informed by the evidence bases in health communication, behaviour change, information technology design, youth and family participation, and transdiagnostic early intervention in youth mental health.

Evaluation results for engagement with this interactive content was encouraging. Measured by 'time on page,' engagement with interactive content was anywhere from 100% to 500% higher than engagement with other headspace website content. Bounce rates were approximately half that of other headspace web content, and industry average. There was also an indication that engagement with these freely available, interactive brief interventions online improved intention to implement changes that support improved mental health.

A young person utilising this offering said; "The interactivity is definitely good because there's lots of resources out there that just gives you a whole bunch of information to read and, you know, that's great but it's hard...I find it difficult to just read heaps -- so, yeah, the interactivity is definitely, definitely, engaging and helps me because I'm actually involved in the learning."

supporting young people through campaigns and content

headspace Day

Just like in 2020, much of the country was still in lockdowns or experiencing capacity restrictions in October 2021, but that didn't stop the celebration of headspace Day. headspace Day 2021 focussed on the fact that small steps can start big things – as they can build up to support mental health and wellbeing. headspace Centres all over the country got involved, including hosting activities such as open days and bush walks, to online panel discussions and care packs. Together, headspace showed how small steps make a difference.



Supporting young people and parents

By Their Side – for parents of young people, and Proud to Be – for young people in the LGBTQIA+ community, were two content series created to help spread the message of help seeking and to assure people that they aren't alone. Video content and resources were developed featuring people from reference groups across the headspace network, who shared their stories and advice to others. Content and ads were seen over 3.2 million times.

headspace in the news

Once again, headspace maintained a leading voice and continued to advocate for issues impacting young people in the news media. Providing commentary on topics such as COVID-19, the devastating floods impacting parts of Southeast Queensland and NSW and issues including how social media and climate change can impact a young person's wellbeing, headspace offered advice, insight and support to young people and their families.

Visible

Some engaging new art collaborations from Visible, an eye-opening campaign led by the Australian Youth Advocates for Mental Health, dropped throughout the first half of 2022. From music to wearable art, stories showed that reaching out for support, embracing culture and finding strength in self can help build resilience to overcome tough times. Check out more collaborations at visible.org.au



'Chameleon' is a Visible campaign expression from artist Samuel Luke Beatty, created in collaboration with Jacob Woodford from AYAMH.



Jacob's story

QLD, he/him

Australian Youth Ambassador for Mental Health Jacob Woodford first connected with headspace as a teenager, having experienced mental health challenges throughout his adolescence.

He says staff at his local centre were instrumental in his mental health journey, helping him understand his sexuality and gender identity, and to balance the pressures that came with being a carer for his mother.

He has lent his lived experience to the design and implementation of the second iteration of Visible – an initiative aiming to break the stigma associated with mental ill-health. His contribution involved creating opportunities for young carers and for Western Sydney's migrant and refugee young people.

He's also collaborated on an expression with visual artist Samuel Luke Beatty, which explores the notion of chosen family.

"It is really exciting being surrounded by other passionate young people with a variety of lived experiences with the common goal of breaking down stigma and sharing lived experiences of other young people," Jacob says.

He is a staunch advocate for the work of headspace, saying there is a "wonderful energy" at the organisation.

"I know young people are at the heart of this service and that headspace is taking on board the voices of young people."

we are extremely proud to work with so many great organisations

headspace is incredibly grateful for the support from corporate and philanthropic organisations who play an important role in improving mental health outcomes for young people and their families.

Strategic Corporate Partners



Business Supporters



- Pepperstone
- Honda Foundation
- Tibra Capital
- Viva Energy Australia
- Allens

Community Partners



Program Partners



Philanthropic Supporters

- AM Burrell Estate
- Anonymous (4)
- Gaudry Foundation
- Simon Foundation
- The Davies Family Foundation
- The James Galvin Foundation
- Tribuo Foundation

Highlights from these valued supporters

TPG Telecom Foundation

headspace is incredibly grateful to have been selected as a new charity partner of the TPG Telecom Foundation. With the Foundation's support, headspace will create a new technology solution that will automatically connect young people with our online mental health services and resources while they wait for an in-person clinical appointment. This technology can positively benefit tens of thousands of young people, helping alleviate the impact of wait times for face-to-face clinical support.

TPG Telecom Foundation is headspace's inaugural Strategic Technology Partner.

Start Out Australia – supporting qheadspace

StartOut Australia generously donated \$50,000 to qheadspace, one of headspace's Online Communities that supports young LGBTIQ+ young people and those that support them in their lives. Sadly, due to the challenges COVID-19 had on their organisation, StartOut Australia, a health promotion charity who supported young people of diverse sexuality and gender, ceased operations and redirected their efforts and funds to support headspace.

Thanks to the additional funding from StartOut, qheadspace was funded for a further six months, supporting an additional 19 peer chats, 1,074 young people who accessed the chats in real time, and 3,173 young people who accessed the transcripts.

headspace is so grateful for StartOut Australia's generous donation and is proud to honour their legacy.

AFL Safe Storytelling Guide

This year, headspace collaborated with the AFL to design a Safe Storytelling Guide to help the AFL communicate about mental health.

Safe storytelling supports players to talk about their lived experience of mental ill-health in a way that is safe and empowering. Reporting about an individual's experience of mental ill-health in a responsible, accurate and safe manner can challenge common misconceptions of mental ill-health and promote positive community discussion.

This is an important milestone in headspace's partnership with AFL and the commitment shared by both organisations to reduce the stigma associated with mental ill-health for young people and to safely prevent and respond to youth mental health issues in the community.



we recognise, acknowledge and thank all of our supporters



Funlab's Day of Fun 2021

In November, Funlab ran their fifth annual "Day of Fun" in support of headspace. Funlab is the brains behind entertainment venues Strike, Holey Moley, Archie Brothers Cirque Electric, B. Lucky & Sons, Red Herring and Jukes Karaoke, and headspace has been in partnership with the company since 2016.

Despite an incredibly difficult couple of years for their business, Funlab committed to running the day in support of youth mental health and raised an extraordinary \$185,000. headspace is grateful for the incredible efforts of Funlab staff and guests and are proud to work with an organisation committed to supporting the mental health of young Australians.



headspace community supporters

Thank you to our amazing community of creative and enthusiastic fundraisers who are dedicated to supporting youth mental health.

Aaron Raynor's Kong-A-Thon

It's not every day headspace has the opportunity to work with fundraisers who are willing to put their body and mind on the line for headspace, but that's exactly what Aaron Raynor did as he embarked on a 24-hour marathon playing Donkey Kong, raising a massive \$7,900 in the process.

Aaron understands the importance of having access to mental health services as a young person, as well as how challenging support can be to find, and was keen to raise funds to support the work of headspace. Aaron has already committed to his next marathon fundraiser for headspace and will be live streaming the whole event.



RMIT Healthcare Cup 2021

The RMIT Healthcare Cup is an annual AFL tournament for Osteopathy, Chiropractic and Physical Education students, and has supported a range of charities since its inception in 2012. This year, headspace was selected by participants as the beneficiary, with many highlighting the loss of social connectedness and opportunities to engage with student life as a significant challenge to their own wellbeing.

A range of teams competed on the day, but it was the Physical Education students who came out victorious. Everyone involved can hold their heads high, having raised just shy of \$5,300 through ticket sales and a raffle.



The Honda Foundation

headspace is grateful to have been selected as a beneficiary of The Honda Foundation's end of year charity campaign. Each year, Honda engages their community of customers to vote for their preferred charity and project. An outstanding \$29,190 was raised to support the opening of headspace's second office in Brisbane. Funds raised will help headspace expand online and telephone support and counselling service, providing thousands more young people and their families with access to anonymous, safe and secure mental health and wellbeing support.

supporting more young people and their family and friends

Once again, funds raised from business, philanthropy and the community have played a valuable role in supporting improved mental health outcomes for young people and their families.

Funds donated to headspace have gone towards priority projects which play a critical role in growing reach and impact. These include helping headspace provide enhanced support to priority groups, including First Nations and Refugee and Migrant young people, increase support for family and friends, offer clinically supported peer chats and build the capacity of the headspace peer work network. Programs delivered this year with the support of fundraising include:

First Nations Healing and Wellbeing Support

Recognising that it takes a community to support the healing journey of First Nations young people and supported by the newly formed headspace First Nations Wellbeing and Engagement division, grants were provided to 99 headspace services around Australia. These funds enabled headspace centres to deepen engagement with local First Nations young people, Elders and communities; collaborate with Aboriginal Community-Controlled Organisations and promote Take a Step campaign resources where appropriate. Between Survival Day and NAIDOC week, participating services ran gatherings, activities, workshops and events to foster these relationships as part of a social and emotional wellbeing approach to the delivery of culturally safe care at headspace.

Working with multicultural young people

Multicultural young people are underrepresented in Australia's youth mental health services, despite facing increased risk factors that can undermine mental health and wellbeing. headspace has identified a pressing need to work closely with young people, their families and their communities to review and enhance our services. The headspace Refugee and Migrant Practice team has been established to lead efforts to improve culturally responsive practice within headspace National and the headspace network, to better meet the needs of multicultural young people and staff.



Supporting Families

'Talking to Family' is the most frequently reported strategy for young people experiencing mental ill-health, revealing the important role of family in their treatment and support. This year the Family Inclusive Practice Team at headspace supported centres by providing training in the Single Session Family Consultation approach, and consultations and resources for clinicians. headspace has supported the National Family Reference Group which recently welcomed eight new members; strengthening the voice of lived experience of family and enhancing the work at headspace National.

Online Communities and Peer Chats

headspace Online Communities offers young people and families a platform where they can share and explore helpful mental health resources suggested by the community, providing a low-barrier, anonymous and safe means of support. Through Online Communities, young people and families also have access to clinically supported Peer Chats. Peer Chats are online, group, text-based chats which facilitate connections with "people like me" to provide and receive peer support. All chats draw on a peer support model of care that aims to harness peer workers' lived experience to provide connection, sharing, learning, and support.

Youth Peer Work

This year represented an exciting time for the headspace Peer Work program as headspace focussed on the development of the Essentials in Peer Work course - the first of three in planned syllabus for headspace peer workers, which include high quality video content with the voices of experienced peer workers at the forefront. headspace also welcomed a Peer Work Advisor to the team, who has been undertaking extensive consultation around the upcoming headspace Peer Work online community of practice.



headspace centres and services operate across Australia, in metro, regional and rural areas, supporting young Australians and their families to be mentally healthy and engaged in their communities.



headspace would like to acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians. We value their cultures, identities, and continuing connection to country, waters, kin and community. We pay our respects to Elders past and present and emerging and are committed to making a positive contribution to the wellbeing of Aboriginal and Torres Strait Islander young people, by providing services that are welcoming, safe, culturally appropriate and inclusive.



headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

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