

# year in review

## 2019–2020

headspace helping young people  
get through challenging times



**headspace**

National Youth Mental Health Foundation

## © Acknowledgement of Country

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, 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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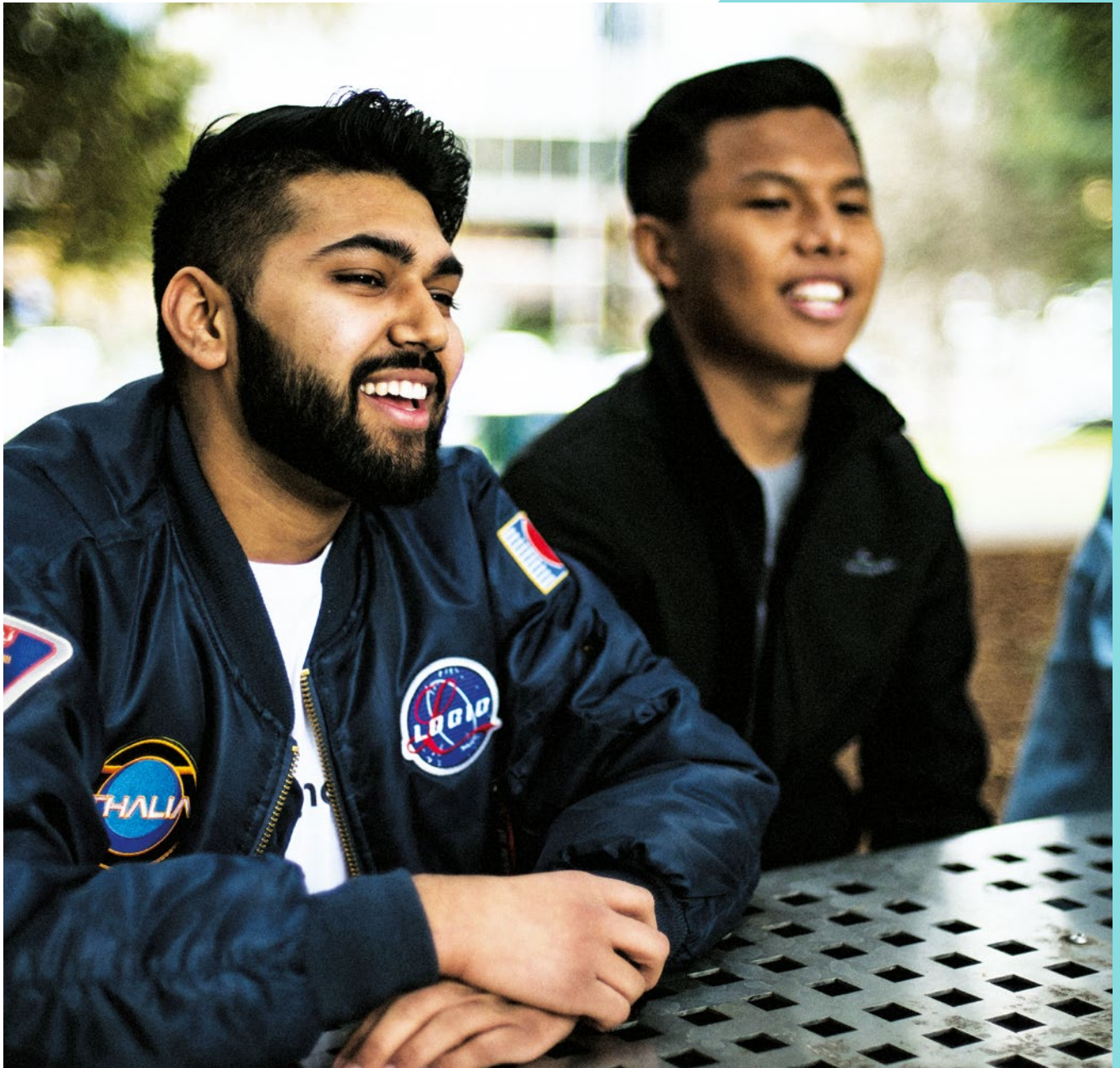
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Torres Strait Islander  
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**47**

Partnerships





# this year saw us reach more young Australians than ever before.

Thank you to everyone who supported 128,549 young people to visit a headspace service this year. We've not been short of challenges in 2019-20 with the impact of natural disasters and events such as COVID-19. What's certain is the dedication from the entire headspace network who have demonstrated incredible resilience and adaptability in getting through these times and ensured young people can continue to access support.

## Our network

Throughout the past year, headspace has been welcomed into a further 13 communities across Australia. This means more opportunities to connect with young people locally, make them aware of support available and get them the help they need. We couldn't do this work without the team at headspace National, Primary Health Networks (PHNs), lead agencies and consortia chairs right across Australia. Via these connections, we gain valuable insights into local communities to carry out the critical work of operating a headspace service most appropriate for that area. The past year has also revealed the critical nature of a joined-up effort to support both the rapid response to service delivery models and maintain continuity of service for young Australians. I am extremely proud of the way in which we all responded with great care and agility to many complex and unprecedented challenges. The very best of headspace was certainly showcased over the course of the year.

## Thought leadership

This past year has provided a unique opportunity for once-in-a-generation mental health reform in our country. It's been critical for us to continue to engage with a range of important inquiries and reviews that investigate mental health in Australia. *The Productivity Commission's Inquiry into the Social and Economic Benefits of Improving Mental Health* saw us ensure that major mental health reform reflects the needs of young people and their communities with engagement opportunities like public hearings, as well as our public submission to the Productivity Commission's Draft Report in January 2020. Similarly, with the *Royal Commission into Victoria's Mental Health System*, we made a public submission in July 2019, and I was fortunate to be invited to provide a witness statement to the official proceedings, which I gladly accepted as a way to advocate for the needs of young people in the state. I want to acknowledge and thank the many young people who represented the needs of youth mental health and the incredible leadership of Professor Patrick McGorry AO for his continued advocacy for much needed system reform to mental health in Australia.



I am extremely proud of the way in which we all responded with great care and agility to many complex and unprecedented challenges.



## message from the CEO



### Wait times

During the year, we've been working toward delivering on the promises of the government's commitment in the 2019 Federal Budget to reduce wait times in headspace centres. Now in its second year, the \$152m Federal Government investment has now commenced support to over 63 headspace sites to implement activities to reduce wait times at headspace services. Spearheaded by a team at headspace National, and with the incredible support and insight provided by the network, we're committed to supporting strong outcomes for any young person accessing our services and ensuring a satisfactory experience.

### A global pandemic

When COVID-19 hit, we shifted our entire operations to remote working – something we never saw coming – and something we managed to execute relatively seamlessly. This included the entire headspace National workforce, headspace centres who deployed different modes of service delivery and our national programs – headspace Schools, eheadspace and headspace Work and Study. Our focus at headspace National quickly evolved to supporting the network. We hosted weekly Zoom sessions with the centre network to share knowledge and gather local insights so we could build resources and provide information to maintain business continuity and service delivery. We also undertook critical research during periods of heightened lockdown, enabling us to understand the pressures facing young people and also how the adaptation of services such as telehealth were received. We were

pleased to see our efforts reflected in a \$1.1 billion package announced by the Federal Government, which included expanded Medicare-subsidised telehealth services for all Australians. The package also included the expansion of the headspace Work and Study program for young people by boosting the service with an additional \$6.75 million, providing a comprehensive national digital support service for all young Australians during the COVID-19 pandemic and after.

Overall, I'm proud to say that headspace was able to remain in place for young people and that is something for which I'm incredibly grateful. In addition to ensuring services remained available and accessible for young people, we rolled out a digital campaign to encourage help seeking and to support young people and their parents to cope during periods of restrictions right throughout the country.

Sadly, the pandemic meant making the difficult decision to postpone our headspace Forum, which was due to take place at the end of March. The headspace Forum is always a special and celebrated event that brings the entire network together to connect, learn and share. Plans are underway to move this event into an online format later this year.

Having witnessed both increased distress and increased demand for services as a result of the pandemic, we know that our job is far from over. Bolstering headspace services and support for young people is critical to ensure they can access help now and into the future. We will remain dedicated in our commitment to make sure appropriate support is available for young people and their families.



### Schools and reducing suicide

In January, we welcomed the funding announcement from the Federal Government for suicide prevention and mental health initiatives, which included \$4.4m for headspace to provide training on suicide prevention and education sessions in schools for students through the Schools Suicide Prevention Activities Program (SSPA). Complementing our role as service delivery partner for Beyond Blue's Be You model, we know that schools have a pivotal role in supporting the mental health and wellbeing of young people and their families. SSPA builds on existing strategies that schools have in place and also enables timely referrals to headspace centres and mental health services to ensure help is sought at the earliest possible stages of distress.

Throughout the year, many Australian communities have experienced the tragedy of multiple suicides of young people. The rapid response to supporting school and community stakeholders with expert postvention guidance and advice for parents and carers was undertaken with great care, and was greatly appreciated by the impacted communities.

### Aboriginal and Torres Strait Islander engagement

We were incredibly proud to establish the headspace National Aboriginal and Torres Strait Islander Advisory Group in 2020, consisting of Elders, Traditional Owners, young people, and representatives from three headspace centres led by local Aboriginal Community Controlled Health Organisations, and staff from the headspace network. We thoroughly welcome the group's crucial input to provide strategic advice and recommendations to headspace National on initiatives to help improve outcomes for Aboriginal and Torres Strait Islander young people.

### Participation at our core

Participation from young people and their families and friends remains at the forefront of everything we do at headspace, at every level. The headspace Youth National Reference Group and our headspace Family and Friends participation groups provide support, insight and guidance on everything we do to ensure services and programs are safe, welcoming and appropriate for all young people. Bolstering the work of the national reference group is the incredible work of youth reference groups working to support headspace services in local communities across the country. At the headspace Board, Amelia Walters and Jarrad Hickmott offer guidance, insights and the voice of young people into all discussions as Board Youth Advisors. This year, Amelia also played a pivotal role in working closely with the headspace Youth National Reference Group to present the perspectives of young people to the Productivity Commission Inquiry into Mental Health, while Jarrad met with youth reference groups right across Australia to gather and share valuable insights about the effectiveness of participation in local communities. We thank all young people and their families and friends working with headspace for their invaluable support.

### One headspace

We've continued to see huge shifts in the way young people access support. Closely monitoring this trend, it's been critically important for headspace to continue to evolve and offer more online services for young people. This year we were proud to extend the roll out of headspace accounts to centres and young people across the country. The online account, accessed via the headspace website enables young people to create an account, personalise it by creating their own self-help toolkit, join chats, and also access individual support from headspace professionals. As we move forward, this will remain a huge focus for us to ensure young people can access support through a range of means, both online and in person.



**Our people at headspace are one of our greatest strengths and because of them, headspace remains a truly great place to work.**





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## message from the CEO

### Thank you

Partnerships are crucial to the work we do at headspace. We are incredibly grateful to our partners for their ongoing support to help increase mental health literacy, encourage help seeking and reduce the stigma surrounding mental health. In the past year, we've been fortunate to announce an exciting new partnership with the AFL to develop and embed a curriculum to support the mental health and wellbeing of young people striving to play AFL at the highest level. I also want to offer a big thanks to Viva Energy whose partnership with headspace came to a close this year. We're incredibly grateful for all the support they've shown and the work we've achieved during our three-year partnership, including training over 100 young people in mental health first aid, upskilling 924 young people through over 250 training opportunities and delivering 134 community awareness events through four headspace centres.

headspace operates as part of a crucial, passionate and devoted mental health sector that works together to address key issues and improve the mental health system for all Australians. We were proud to collaborate this year with the sector to launch the #youcantalk campaign – an important national movement that aims to empower and increase confidence when it comes to talking about suicide.

Our people at headspace are one of our greatest strengths and because of them, headspace remains a truly great place to work. We're incredibly fortunate to have a wonderful Board to govern our organisation and a dedicated Executive team to guide our workforce. Thank you to Board Chair, Lisa Paul AO PSM and all the headspace Board Directors for their unwavering commitment to our organisation and the work we do to support the wellbeing of young Australians and their families to manage their mental health and remain engaged in their communities.

It takes a dedicated and passionate team to deliver headspace to the community. From government support through to PHNs who commission headspace services, lead agencies who run them, consortium chairs, schools, partners and of course the work of the headspace Board and headspace National in supporting and guiding the network. Everyone comes together to deliver our service, disseminate information, support communities and ensure young people get the help they need. I'm constantly blown away by the connectedness and engagement of the entire headspace network and I offer my sincerest thanks to all for their dedication to the service.

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**Jason Trethowan**  
Chief Executive Officer  
headspace



## a message from the Board Chair

**The headspace Board is proud to see headspace services continue to grow throughout the country, increasing access for young people across Australia to youth-friendly and culturally-appropriate mental health support.**

It's an honour to round out another year as Chair of the headspace Board – a period rich in both triumphs and challenges. Throughout the year and in spite of COVID-19, the entire headspace network and the team at headspace National have shown incredible resilience, tenacity and flexibility in adapting to changing environments to ensure young people and their family and friends continue to get the help they need, whenever they need it.

### **Suicide response**

Sadly, in this past year, we've seen too many communities in trauma as a result of suicide clusters of young people. I want to call this out because the death of one young person to suicide is an awful tragedy, but when we see a cluster appear, the impacts are immense. In these instances, headspace teams often step in to support communities and guide them throughout their recovery. This work has a heavy toll on those involved and often goes unrecognised, so I would like to offer my sincerest thanks to all those who do the work and support to mobilise communities in the event of a suicide cluster and ensure they're well supported.

### **Our response to natural disasters**

Challenges facing our community as a whole ran deep throughout the year. We witnessed the destruction of natural disasters right across the country, including flood, drought and bushfire. These events will have a long-lasting impact with many young people and families experiencing significant loss

and grief from these tragic events. Many within the headspace network were quick to respond and provide support to families and young people on the ground, and to those people I offer tremendous gratitude.

It was heartening to see the Federal Government dedicate funds for headspace centres in bushfire affected areas to provide additional supports for young people, family and friends. The government also expedited funds for the establishment of the headspace Batemans Bay service to provide interim support for young people in the area before a full centre is due to be established in the next year.

### **Advocating for system change**

In the crucial space of mental health reform, we responded to the Productivity Commission's interim report on its inquiry into mental health. A number of the Productivity Commission's recommendations would support help seeking for young people. Our commitment is to remain unwavering in advocating for the needs of young people to ensure the system supports them and their families in the prevention and treatment of mental health issues. We also contributed to the Royal Commission into Victoria's Mental Health System.

### **Young people getting better with headspace**

The positive effect headspace has on the lives of young people continued to be showcased with the release of the first headspace centre young person follow up study. The report showed a decrease in psychological distress (K10) in young people while at headspace and further improvement after leaving. The study reinforced our commitment to understand the long term impacts of the service and to continuously grow and evolve to ensure the service meets the needs of young people.

## Digital innovations

headspace has continued to charge forward in digital innovations, ensuring high quality, tailored and accessible mental health support through our online and phone services. This has been critical in supporting young people right throughout the year by giving them a space to connect, share and access specialist clinical support. This year we enabled young people to set up a headspace account which gives young people the option to build a bespoke platform of digital supports tailored to their needs. This platform also offers opportunities for young people to access interactive mental health content, join moderated online groups led by either mental health professionals or peers, or seek one-to-one support from expert youth mental health clinicians.

## The Push-Up Challenge

The year began with us partnering for the first time with *The Push-Up Challenge* which ran from 8 to 28 July 2019. The event is a wonderful initiative that brings people together to shine a light on mental health. Thousands joined in and raised an incredible \$2.5m for headspace. The 2020 event was brought forward to take place from 11 to 31 May – a time of heightened COVID-19 restrictions right across the country. There's no doubt the 2020 event created a deep sense of camaraderie and shared goal among participants, resulting in a doubling of funds raised for headspace with the total reaching over \$5m – a truly astonishing feat.

## A great place to work

I'm constantly in awe of the resilience of team members at headspace National – most of whom continue to support the delivery of headspace services remotely and away from the office. I was delighted to see this year's results of the headspace Culture Survey revealing incredibly positive outcomes including a strong year-on-year increase in engagement from the headspace National workforce. As custodian of culture, this information is incredibly important for the headspace Board to both nurture and grow the development of the existing workforce and attract the best talent to deliver our service to the community.

## Board engagement

Prior to COVID-19, as a Board, we've had the fortune to continue to meet in person at regional locations such as Wollongong and Launceston. We've also been thrilled to welcome our newest board member, Ms Robbie Sefton who brings with her a clear vision for rural and regional Australia to be a vibrant, prosperous and dynamic place for people to create and work – a crucial element to the work of headspace.

I would like to acknowledge all of my fellow Board Directors whose service helps us to achieve the best mental health outcomes for young people. Thank you to Professor Patrick McGorry AO, Ms Anne Murphy Cruise, Dr Annette Carruthers, Ms Katina Law, Dr John Harvey, Ms Robbie Sefton and our youth advisors, Ms Amelia Walters and Mr Jarrad Hickmott.

## Thank you

On behalf of the Board, I would like to thank headspace CEO Jason Trethowan, whose strong leadership has steered the organisation through challenging times and also secured much needed funding. I would also like to thank the headspace Executive team and the entire team at headspace National for a year of outstanding success in supporting the mental health of young people.

I'd also like to offer a huge thanks to The Hon Greg Hunt MP, Minister for Health and Christine Morgan, CEO of the National Mental Health Commission and National Suicide Prevention Adviser to the Prime Minister for their unwavering commitment to the mental health of young people in Australia and ongoing support for the vital work that headspace provides to the entire community.

Now more than ever, we are focused on supporting young people and their needs due to the disproportionate impact COVID-19 is having on their lives. We know the effects of this period have the potential to be severe and long-lasting and the team continue to work tirelessly to ensure the needs of young people are met and support measures are in place both now and well into the future.

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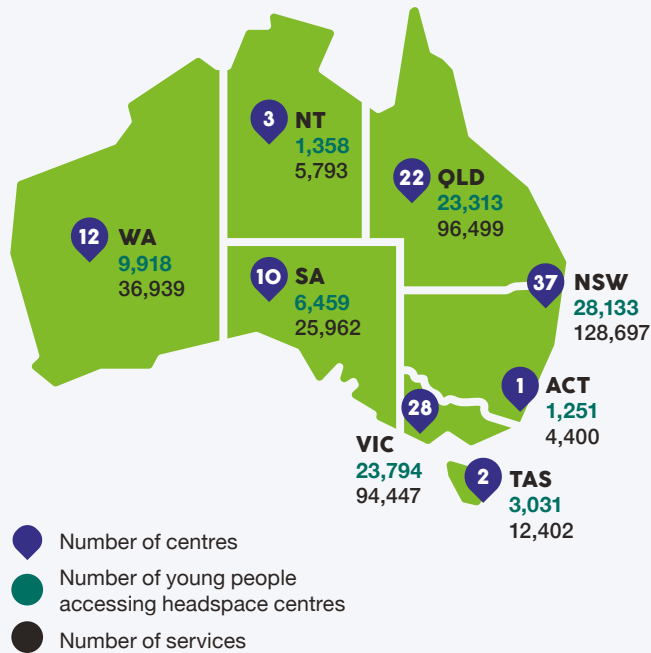
**Lisa Paul AO PSM**  
Board Chair, headspace

# headspace in the community

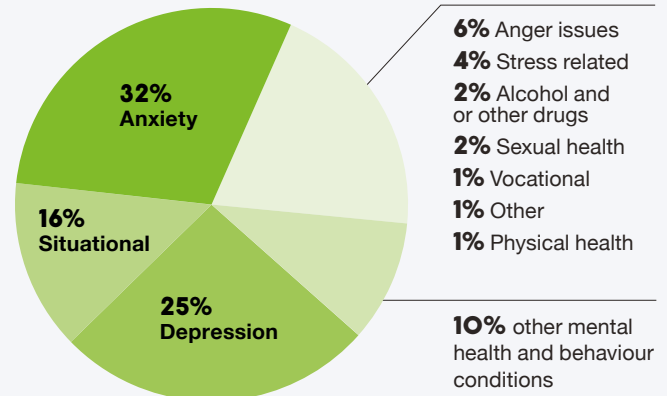
FY 2019-20

## headspace centres

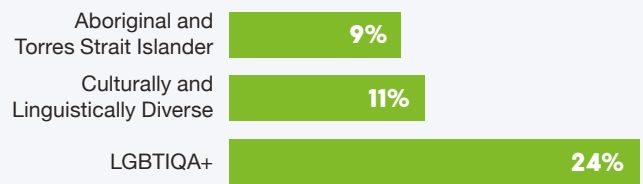
There are 115 headspace services across metropolitan, regional and rural Australia.



## main issues



## priority groups

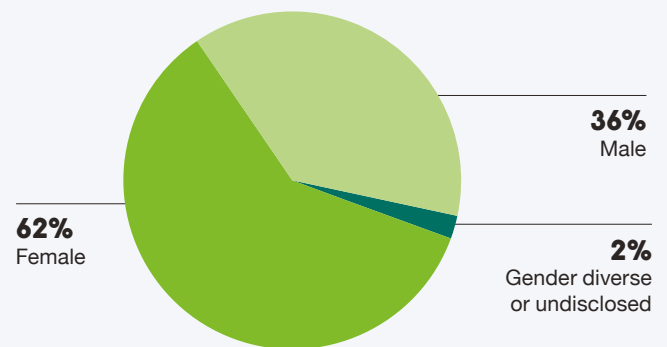


## Be You

**6,569**

Schools participating in Be You as a whole - learning community

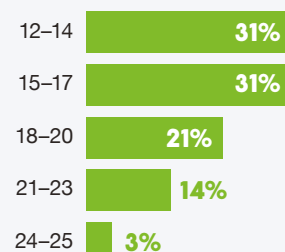
## gender



## headspace in schools



## age



## satisfaction

**90%** of young people report being satisfied with headspace services in their communities

\* As at 30 June 2020 and inclusive of licensed headspace centres, satellites and outposts.



# headspace digital services

FY 2019-20

## eheadspace

eheadspace, our online and phone counselling service provided:



**31,292**

young people accessed online and phone counselling



**78,187**

services provided to young people

## website

**7,700,581**

total page views

**40%**

increase in visitors to the headspace website

**01:18**

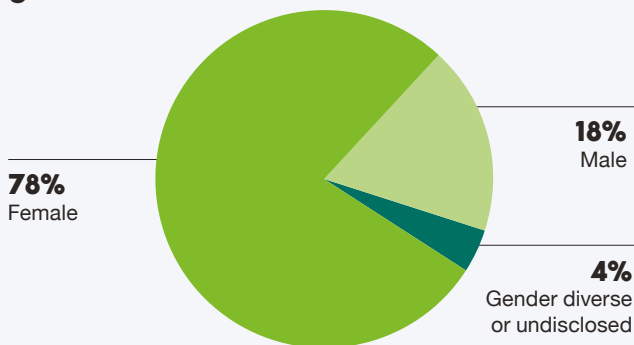
average time spent on page

## webchat

**41%**

increase in webchat demand compared to the previous year

## gender



## headspace Work and Study

**660**

Number of young people serviced

**16,321**

Number of services provided

**95%**

Satisfaction

## main issues

1% Vocational

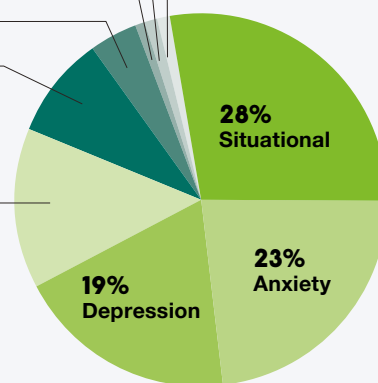
1% Sexual health

1% Alcohol or other drugs

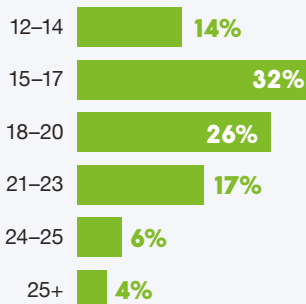
4% Other

9% Stress related

14% Other mental health and behaviour conditions



## age

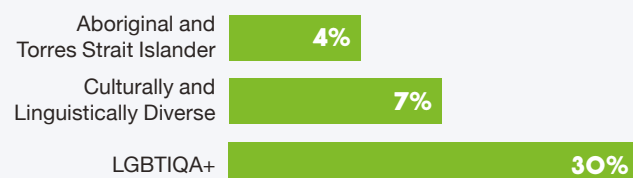


## satisfaction

**86%**

of young people report being satisfied with eheadspace

## priority groups



## Career mentoring with work and study

**80**

Number of young people serviced

**344**

Number of services provided

**95%**

Satisfaction

**at headspace,  
we believe in the  
power of youth.  
our vision is that all  
young Australians  
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 and their families. Since establishment in 2006, headspace has supported over 600,000 young Australians, providing 3.6 million services that help them to strengthen their wellbeing, manage mental health, get through challenging times and get back on track.

In 2019-20, headspace supported over 128,549 young people, via our headspace centres, phone, online and more recently, through telehealth due to the impacts of COVID-19.

The headspace model understands that adolescence and early adulthood is a critical time 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 early in life through four core areas: mental health, physical and sexual health, work and study support, and alcohol and other drugs.

#### **headspace centre network**

As at 30 June 2020 a national network of 115 headspace sites now operates across metropolitan, regional and rural areas of Australia. This includes a range of satellites and outreach services, tailored to the needs of the local community in which they operate.

#### **headspace online services**

eheadspace is our 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.

**128,549**

headspace supported 128,549 young people through centres, online and phone services this year.



### **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 between 15 and 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 careers specialist. Our Career Mentoring service links young people with industry-specific mentors to support them in career planning and development. headspace Work and Study also supports the Individual Placement and Support (IPS) program run out of 24 headspace centres nationally to help young people with mental health concerns to work in regular jobs that they are both interested in and passionate about.

### **headspace Schools**

headspace Schools 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 School Suicide Prevention Activities, which supports school staff and principal mental health and wellbeing, 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.

# at headspace, we recognise that young people are the experts in their own lives.

Young people are at the heart of all that we do at headspace. We know they are experts in their own lives and through youth participation we engage young people to help develop solutions to the issues affecting them.

## Why is youth participation important?

Youth participation sees us proactively engaging with the people who access headspace services and working with them to make decisions about headspace. Evidence indicates the great benefit of youth participation in mental health care. Youth participation enables headspace to stay relevant, continue to deliver appropriate services, remain a trusted and respected provider and improve service provision to priority groups. We know there are clear benefits in engaging young people in mental health care, and it's never been more important to be guided by, and include the experiences and opinions of young people in our decision making.

## Youth participation ensures headspace:

- remains relevant to young people.
- is respected in the community.
- delivers appropriate services to the diverse range of young Australians we support.

## Youth participation within the headspace network

The entire headspace network is committed to providing young people with meaningful opportunities to participate in areas such as governance, service improvement, campaigns, community awareness and peer support.

All headspace centres engage young people in their work through local Youth Reference Groups. These groups inform the work of the service, ensuring the service is suitable for, and engages directly with, young people in the local community.







## matt's story

Matthew King is a current member of the headspace Youth National Reference Group (hY NRG). Matt talks about expressing his sexuality.

“Expressing my sexuality and coming out to my mum was one of the most liberating things that I had done, it felt like a big weight had been lifted off my shoulders. School was a different experience. I found peers to be not as supportive, and sometimes I worried about expressing my sexuality at school because of the stigma associated with being gay.

At times I also felt like I didn't have anyone I could relate to or learn from. My experience has shown me that it's ok to be confused and you don't need to feel pressure to hunt for any type of label straight away. I found it useful to just be myself and the rest followed.

I got through this challenging time by building a strong network around me, this really helped me to find comfort and build confidence in who I was. To anyone else going through something similar I would say lean on your support network, and if things get tough, talk about it. I've found talking and sharing with those I love around me brings a real sense of stability to my life.”

## Youth participation at headspace National

headspace employs the headspace Youth National Reference Group – a group of young people representing each state and territory in Australia that work with us to ensure the voices of young people are at the core of everything we do.

Throughout the year, the headspace Youth National Reference Group sat on working groups and committees, attended major events representing headspace, participated in media interviews with major news outlets, led peer support exercises with eheadspace and were at the center of a number of major initiatives including two national mental health campaigns – headspace Day 2019 and our COVID-19 campaign. They provided critical support, feedback and guidance to ensure the campaigns resonated with young people and their family and friends, and encouraged them to seek support for their mental health. Both campaigns were developed with young people from both the headspace Youth National Reference Group and youth representatives from the broader headspace Network.

In addition, young people from the headspace Youth National Reference Group played a pivotal role in contributing to the Productivity Commission's Inquiry into Mental Health. Young people from the group met with the Commission in late 2019 to discuss their draft report and to ensure their own experiences as young people who'd accessed support via the mental health system in Australia were heard and considered by the Commission.

Current headspace Youth National Reference Group



### Aboriginal and Torres Strait Islander young person participation

In early 2020, we recruited seven young people from around Australia to be a part of a new Aboriginal and Torres Strait Islander Campaign Reference Group. Referred to as 'Wominjeka Reference Group', the group was established to co-design a social and emotional wellbeing campaign for young Aboriginal and Torres Strait Islander people. Throughout the year, the group has co-designed the campaign offering their diverse experiences and perspectives to inform the campaign look and feel and messaging to ensure it connects with and helps other young Aboriginal and Torres Strait Islanders. The campaign is due to launch in early 2021.

### headspace Internships for young people

During the year, the headspace Interns program offered four project-based internships for young people across a variety of teams at headspace National. Interns worked across a range of divisions, supporting the delivery of major projects, including increasing the capacity of hannah – an online internal communication tool, the development of the youth participation components of the second version of the headspace Model Integrity Framework, and the development of youth friendly marketing content for headspace Work and Study.

### Peer Support project

Peer Support is a vital part of the work headspace does to ensure young people can get help from a professional and also people like them who might have been through something similar. Following extensive research and collaboration, headspace National was proud to launch the first headspace Peer Support Guidelines. The evidence-based guidelines offer a framework to the headspace network on best practice when preparing, planning, implementing and evaluating a youth peer support offering. The headspace Peer Support Guidelines were developed by a passionate group of youth peer workers, peer work supervisors, researchers and clinicians.



**The most important part of the intern experience was being able to work on a youth mental health project that was relevant to my area of study and would have an impact on the wellbeing of young people nationally.**



headspace Intern

A meeting of the Australian Youth Advocates for Mental Health (AYAMH) in Melbourne, Victoria in 2019





### Board Youth Advisors

Amelia Walters and Jarrad Hickmott continued their critical work as headspace National Youth Board Advisors. Both former headspace Youth National Reference Group members, they worked throughout the year to provide significant youth insight into Board discussions, each undertaking important work on a number of national projects. Specifically, Amelia worked closely with the headspace Youth National Reference Group to present the perspectives of young people to the Productivity Commission Inquiry into Mental Health. While Jarrad committed a huge amount of time to undertake consultations with Youth Advisory Group members from across the headspace network to understand the issues impacting young people across different parts of Australia and gather insight to guide the work of headspace and the headspace Board.

### Australian Youth Advocates for Mental Health

Funded by the Department of Health, and coordinated by headspace National, this cross-sector initiative – Australian Youth Advocates for Mental Health (AYAMH) – aims to promote youth mental health literacy, improve help seeking, support young people’s capacity for self-care and reduce mental health stigma across Australia. The Advocates consist of representatives from leading mental health organisations including Batyr, Black Dog Institute, Beyond Blue, Butterfly Foundation, Consumers Health Forum of Australia, headspace, Mind Australia, Orygen, ReachOut and SANE.

Following the completion of a 12-month co-design process, the AYAMH commenced the production phase of Visible: a creative, youth-led advocacy campaign which connects young people who have a mental health message to share with artists nationwide. Together, young people with lived experience of mental health and artists collaborated to develop creative interpretations to challenge the way mental ill-health is perceived by young people and their communities. The creative expressions – due to launch late 2020, will span a number of modalities including visual arts, music, movement and other forms of creative expression.



### josh's story

Josh Di Nucci is a young person from WA and one of the Australian Youth Advocates for Mental Health. Josh explains why he is so passionate about Visible.

“Visible is an initiative that aims to bring visibility to mental health experiences that may otherwise go unseen. It can be really difficult to talk about mental health and Visible provides a creative safe space to share and talk about these vulnerable experiences. I also feel Visible has great reach to those in rural or isolated areas of Australia.

It has been a pleasure to be on this journey with the other advocates and headspace team. I have learnt so much that I will take forward in my advocacy ventures.”



# family and friends play a significant role in the lives of young people who access headspace.

Family and friends play a significant role in the lives of young people who access headspace services; approximately one-third of all referrals to our services are from family and friends.

We know that working with families who support young people experiencing mental health challenges can result in reduced stress and better outcomes for both the young person and their families. This approach prioritises the young person's needs and harnesses the family's motivation to work with the clinician and young person to get them through their experience and back on track. In order to make this a national priority and a vital part of our service delivery, we appointed a Family and Friends team to drive family inclusive practice and family and friends participation both nationally and locally across the headspace centre network.

## Engaging families via telehealth during COVID-19

The impact of COVID-19 meant many centres adapted their clinical support to offer Family Inclusive Practice via telehealth. The entry of telehealth to support young people and families through heightened COVID-19 restrictions meant family members who may have otherwise struggled to attend an appointment were able to participate in Family Inclusive Practice with their young person.

## Single Session Family Consultation at headspace

Single Session Family Consultation (SSFC) involves engaging families in the treatment of a young person, to assist them in looking after and addressing their own needs to help better support their young person. Building on the successful roll out of the SSFC, many headspace centres have now integrated this model into the treatment of a young person and have seen great results involving families in the support of young people.



**I now feel empowered as a parent. I also feel supported and know where to go if things are not going so well.**



Parent and Tuning in to Teen participant



### **Tuning into Teens™**

The Tuning into Teens™ Program is an evidence-based parenting program developed by Mindful, The Centre for Training and Research in Developmental Health. During the program, parents and carers are taught strategies for understanding and managing their own emotions (especially anxiety and anger), how to respond to their adolescent's emotions, and how to engage in problem solving with their teenager. They also learn about adolescent brain development, and how this impacts a young person's emotions, thoughts and behaviours. This pilot program demonstrated very high satisfaction rates with parents and clinicians and has now been attended by 191 families at headspace centres and online in 2019-2020 across the country.

Due to COVID-19, many of these programs, usually delivered in person at headspace centres, had to be delivered online enabling families across Australia to participate and develop useful skills for understanding and supporting their young person.



### **amy's story**

**Amy joined the headspace Family and Friends Reference Group having supported a sibling through their experience of mental ill-health. Amy is passionate about ensuring the voice of family, friends, and carers of young people is recognised, and continues to advocate for inclusion of family and friends in service delivery, campaigns, and resources through her work with headspace.**

“I have a natural propensity for caring, so when my brother's mental ill-health became more prominent, I felt a certain responsibility to care for him, especially as the others around me couldn't. My experiences have taught me that whilst my family's mental health can be my concern, it is not my responsibility. I was a better sister once I gave myself space to set boundaries and extend myself the same compassion that I gave to my brother.

Being included in the mental health care of my brother gave me a better picture of what was going on for him, but also allowed me to carry some of the burden. This was imperative in building a level of trust between us and his healthcare team.”

# engaging young people from refugee and migrant backgrounds and their communities.

headspace recognises that young people from refugee and migrant backgrounds and their families may have lower mental health literacy and increased barriers to help seeking than other young people. In 2019-2020, headspace centre managers, clinical leads, community awareness workers and youth advocates from headspace Bankstown, Craigieburn, Dandenong, Narre Warren and Wollongong came together with representatives from headspace National and the headspace Youth National Reference Group to explore some of the challenges and opportunities for working with young people from refugee and migrant backgrounds.

The workshop was co-facilitated by former headspace Youth National Reference Group member and Mental Health Commission Youth Advisor, Niharika Hiremath and Dr Esme Dark, an experienced clinical psychologist with extensive experience working with children and young people from refugee and migrant backgrounds.

Throughout the day, participants unpacked some of the challenges that they experience in their centres around attracting and working with culturally diverse young people, and gave an overview of the broad range of excellent work and different approaches they are using to better serve these populations.

2020-21 will see headspace implementing a number of the recommendations from this workshop in order to help the headspace network better meet the needs of refugee and migrant young people and their families.



headspace CEO, Jason Trethowan and workshop attendees





# headspace centres are the foundation of the broader headspace platform.

Our 115 sites operate in a partnership model, comprising headspace centres, lead agency service provider organisations, consortia and Primary Health Networks, working together to address key challenges young people are facing.

## headspace centre network expansion openings

2019-20 saw the establishment of 13 new headspace sites, including one outpost, 11 satellites, and one centre.

### New South Wales

- headspace Armidale (a Satellite to headspace Tamworth)
- headspace Cessnock (a Satellite to headspace Maitland)
- headspace Katoomba (a Satellite to headspace Penrith)

### Queensland

- headspace Upper Coomera (Centre)

### South Australia

- headspace Mount Barker (a Satellite to headspace Murray Bridge)
- headspace Victor Harbor (a Satellite to headspace Murray Bridge)
- headspace Port Lincoln (a Satellite to headspace Whyalla)

### Victoria

- headspace Hastings (an Outpost to headspace Narre Warren)
- headspace Pakenham (a Satellite to headspace Dandenong)

- headspace Rosebud (a Satellite to headspace Frankston)
- headspace Sale (a Satellite to headspace Bairnsdale)

### Western Australia

- headspace Margaret River (a Satellite to headspace Bunbury)
- headspace Northam (a Satellite to headspace Midland)

This is the 11th round of headspace services to open since headspace was established and includes a further 11 satellites and 12 centres that will open by June 2021. The next round of services (round 12) will see five new headspace centres and three new satellites opening between 2021 and 2022.

# 13

2019-20 saw the establishment of 13 new headspace sites, including one outpost, eleven satellites, and one centre

headspace Victor Harbor opening







### Pilbara outreach trial

Opened in April 2018, the headspace Pilbara service continued to operate across the Pilbara region with a team of wellbeing workers providing services to young people outside a centre and in a range of innovative settings including schools, workplaces, on country and places where young people feel most comfortable. The success of the trial was highlighted in an independent evaluation of the service model by the Telethon Kids Institute. The evaluation found the early stages of the trial have been effectively managed, and the nature of the service offering has played a role in a more systemic response to youth mental health issues in the Pilbara<sup>1</sup>.

The Pilbara outreach trial will continue providing this vital service to young people in the region with ongoing funding now confirmed by the Federal Government.

The announcement of new headspace centres in Karratha and Port Hedland will, when open, work alongside the headspace Pilbara outreach service, and continue to be a space of innovation and much needed services for young people and their families.

### headspace network stakeholder engagement

The headspace network encompasses a diverse range of roles in headspace centres and satellites across the country, as well as lead agency service provider organisations, consortia and Primary Health Networks who support and enable headspace centres locally.

To ensure we're all working towards our vision of young Australians being mentally healthy and engaged in their communities, it is crucial our network is engaged and connected and has opportunities to provide local insights and inform national approaches to youth mental health. When we have a strong network, we are at our best in helping improve the mental health outcomes for young people and their communities.

One way we foster connection and engagement is providing opportunities for knowledge-sharing across the network. Throughout the year, we held a number of face-to-face and online role-based workshops which brought together people in similar roles across the network to learn from one another and then implement learnings in their respective centres.

Strong network collaboration, information-sharing and peer support were all important in supporting the network to respond to and in some cases, begin the recovery phase from bushfires, floods and COVID-19. Digital innovations have enabled us all to stay connected, and digital and online technologies will continue to play a significant role in creating connections amongst our network in the future.



This was extremely valuable to me as the Community Awareness Officer [CAO] role can be very isolating at times. It was great to meet other colleagues in this role and hear from headspace National how important the CAO role is.



Community Awareness Officer Workshop attendee

1. Evaluation report wave 3 summative, Telethon Kids Institute, 2020

## Bushfire response

The 2019–2020 bushfire season was without precedent, impacting the lives and mental health of both young people and the headspace network. The Federal Government expedited funds in order to support headspace centres directly affected by the fires. headspace National worked quickly to allocate funds to the following initiatives:

- Engaging the Barrington Centre to provide individual psychological support sessions for centre staff, including expert recommendations around crisis response, emergency management and resource development.
- Onboarding a senior project manager/ researcher to develop practice principles and online training resources around disaster response and recovery and preparedness frameworks for headspace National and headspace centres to promote cohesion and response clarity in the case of future events. These will be released later in 2020.
- Designing and implementing an interim headspace service in Batemans Bay to meet the increased needs for mental health support in the area, with the full service set to open later in 2020.
- Developing and delivering digital wellbeing and help seeking messages to people in affected communities.

## headspace Batemans Bay interim service

Batemans Bay was one of the regions to experience tragic and damaging bushfires over the summer period. Recognising the insurmountable impact this had on the community, Coordinare, the South Eastern NSW PHN in conjunction with headspace National, established an interim headspace service for Batemans Bay and the surrounding areas to support and build the mental health literacy of people in the community.

To ensure young people had quick access to support, headspace National operated the interim service, with a focus on providing mental health clinical services and community engagement until the full centre becomes operational. We established a youth reference group to ensure the service was tailored for young people in the region, with relevant stakeholders and services engaged to ensure ongoing community support.

Due to the impacts of COVID–19, we adapted the service quickly to offer an online and phone service to ensure young people still had access to supports.

In the coming months, the headspace Batemans Bay interim service will be transitioned operationally from headspace National to the lead agency, Relationships Australia.



89%

of staff felt telehealth was an effective way to deliver clinical services



**I don't have to travel to the centre so it works better with my schedule. I can also do earlier sessions which are easier for me.**



Female, 20

### Adapting headspace services during the COVID-19 pandemic

The COVID-19 pandemic saw rapid adjustments across the entire headspace centre network as services deployed different modes of service delivery to ensure young people still had access to support, despite heightened restrictions and many locations forced into remote working. Our focus at headspace National rapidly evolved to supporting the network through advocacy and by providing information and resources to maintain business continuity and service delivery.

The commitment from the Federal Government to extend Medicare Benefits Schedule (MBS) items to telehealth delivery offered a critical opportunity for the headspace network to continue providing crucial services to young people during the pandemic. A network survey conducted as a result of telehealth implementations showed the majority of clinicians (89%) felt telehealth was an effective way to deliver clinical services, and many (88%) said that most of the young people using the service were receptive to receiving services via telehealth.

As the government urged Australians to stay at home to slow the spread of the virus, the number of young people accessing services decreased. Factors attributed to this included: cancellation of sessions as young people limited movement; young people preferring to wait until in-person sessions recommenced; and data compliance issues.

As the pandemic unfolded, we reflected on the strengths of our network. We came together with the centres, their Lead Agencies and the Primary Health Networks to share information and resources all with a common commitment to ensuring that young people knew headspace was here to support them during this challenging time.



### Wait Time Reduction

The Wait Time Reduction program is part of a six year \$152m Federal Government investment to reduce the wait times for young people seeking support from headspace.

The program is entering its second year, and has supported 63 headspace sites to implement activities such as:

- Additional consulting rooms or relocation to larger sites for increased service capacity.
- New clinical programs such as brief intervention clinics.
- Investing in workforce support to recruit and retain experienced clinicians.
- Creating student placements and graduate pathways.
- Implementing peer workforce models of care.

headspace National plays an important role in providing research, analysis, guidance and support for these activities to ensure they are evidence-based. This includes crucial work in analysing data and creating new data definitions to inform the strategy and approach for managing wait times. This work has enabled the headspace network to determine which strategies are most effective in supporting young people to access the right care as early as possible, supporting better outcomes for the young person and ensuring the young person has a satisfactory experience with the service.

### headspace Model Integrity Framework

The headspace Model Integrity Framework (hMIF) ensures that centres maintain the integrity of the headspace model while allowing flexibility to innovate and provide service responses to support local needs.

Throughout 2019-20, we continued to support services with resources, training and guidance before assessing services to ensure they successfully implemented the headspace model.

This year we have concentrated efforts on the development of the next iteration of the hMIF using feedback, learnings and insights from across the centre network. Assessment of centres against the next iteration of the hMIF will begin in early 2021.



# using digital platforms to best support young people.

headspace offers young people a choice of digital supports to help with mental health including eheadspace, Telepsychiatry, moderated online communities and a specialist program to support young people in regional areas.

## eheadspace

During 2019-20, eheadspace provided support to over 30,000 young people who expressed high satisfaction rates (86%).

Providing high quality, personalised and accessible mental health support through online and phone services is an area of immense growth. The unprecedented impact of COVID-19 demonstrated the critical need and opportunity to reach more young people and families through online services to support them in times of need and get them back on track.

## headspace online community

During the past year we have grown our online communities, offering a range of supports including the option for young people to join chat groups led by professionals or peers.

Throughout the year, we delivered 43 online tailored chat sessions led by mental health professionals, which have since been replayed and viewed thousands of times. The chat groups offer a safe space for discussions on topics such as bushfires, coping with drought, managing relationships and navigating difficult times like COVID-19.

Also offered to our online community are chat groups facilitated by Online Peer Support Moderators. These create a safe and supportive online environment for young people, families and friends to connect with people like them. Following the successful launch of these peer moderated chat groups in October 2019, we saw a huge uptake in use with over 12,000 posts per month. Topics included, LGBTQIA+ issues, a bespoke mental health support for Aboriginal and Torres Strait Islander young people called, Yarnsafe, and sessions on navigating relationships, general coping and supporting others.

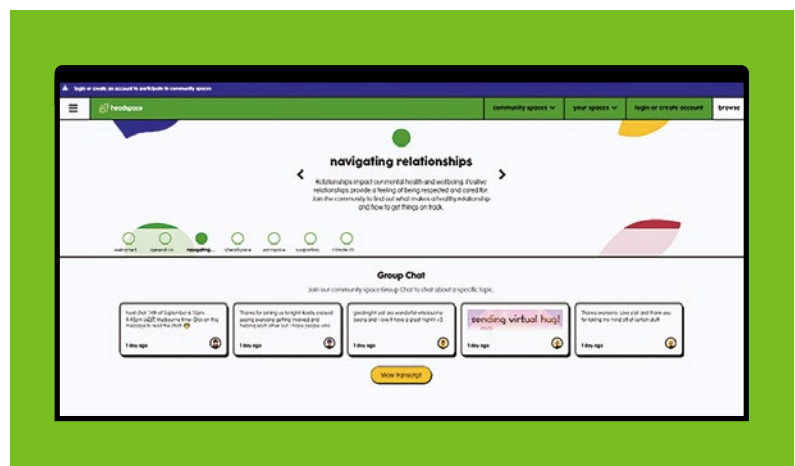
12,000

In October 2019, we saw a huge uptake in use of the headspace online community with over 12,000 posts per month.

33%

Increase in overall demand for eheadspace online and phone counselling services compared to the same period last year, as a result of the ongoing pandemic.

headspace online community





### headspace account

We were proud to this year extend the roll out of headspace accounts to centres and young people across the country. The online account, accessed via the headspace website, enables young people to create an account, personalise it by creating their own self-help toolkit, join chats, and also access individual support from headspace professionals.

### headspaceConnect

In May 2020 we launched headspaceConnect which integrates digital supports into the treatment plan a young person is receiving at a headspace centre, linking young people to a key support worker to provide care remotely.

This multi-disciplinary approach combines online and phone services alongside our digital interactive resources to best support young people. headspaceConnect is currently available in six centres and we hope to roll it out across our centre network in future to support more young people.

### Regional Telephone Counselling Service

The headspace Regional Telephone Counselling Service is designed for secondary students attending school in regional areas of Victoria, located more than 80 kilometers 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. The service has continued to evolve over the past year and now supports 80 Victorian schools. Students utilising the service report a high satisfaction rate.



Many young people have a preference to access support for their mental health online.



# headspace Telehealth provides young people in regional and rural areas with access to highly-skilled psychiatrists via video consultations for bulk-billed assessment, diagnostic and management advice.

## Growth and new innovation in telehealth

This year has seen extensive growth of our telepsychiatry service, which connects psychiatrists to young people and clinicians living in rural and remote parts of Australia.

With our team of psychiatrists growing at headspace National to seven, regional young people can now access a wide range of psychiatrists with experience in Indigenous mental health, alcohol and other drugs, anxiety and mood disorders, psychotic illnesses, post-traumatic stress disorder (PTSD), eating disorders and attention-deficit/hyperactivity disorder (ADHD) – ensuring young people can access support appropriate to their needs.

Clinicians can also access psychiatrists via this service to facilitate clinical supervision and case management support, which builds the expertise of the local health workforce. These consultations are funded via PHNs for mental health clinicians and contribute to their professional development.

Throughout this past year, we've introduced tailored webinars led by our psychiatrists, covering topics such as anxiety and other mood disorders, psychotropic medications, how to do a mental state examination and cognitive behaviour therapy. These webinars help upskill staff by discussing themes or issues they're regularly seeing in young people.

Other collaborations include linking psychiatrists to GP registrars as part of the headspace GP registrar program, and providing headspace Batemans Bay with administration support in using the telehealth platform for practitioner consultations.

7

With our team of psychiatrists growing at headspace National to seven, regional young people can now access a wide range of psychiatrists.

# supporting young people with their employment, study and mental health.

The past year has continued to highlight the unique and important work we do in supporting young people with their work and study needs.

headspace Work and Study provides employment and study support for young people aged 15 – 25 through a digital platform including phone, webchat and video conferencing. This year's unique challenges to the way we live and work, as a result of COVID-19, has further recognised the important role headspace plays in supporting young people with their employment, study and mental health.

Over the past year, headspace Work and Study and headspace Career Mentoring programs have experienced a 95% satisfaction rate among the more than 700 young people who participated in the program, with the team delivering over 16,000 occasions of service. This is the single largest number of young people reached since the program's inception.

## cory's story

Cory, a 23-year-old young person living in rural Queensland, was linked into headspace Work and Study through his local centre in Ipswich. He was matched with Brydie, a Work and Study Specialist, where he received one-to-one tailored support via phone and email for over five months. Cory worked with Brydie to look at the transferrable skills he had to offer, the benefits of networking, career exploring, looking into courses, updating his resume, writing a cover letter, time management skills, handling conflict in the workplace and much more. During his time with the service, Cory enrolled in a Certificate IV in child, youth and family services and gained full-time employment as a labourer at a truck painting company. Cory said this about his experience:

"I would definitely recommend anyone struggling with work or study or going through a hard time to use headspace. Brydie made my experience so good and I always looked forward to catching up with her, and she helped me through my hard time and got me thinking positively."

# 95%

headspace Work and Study and headspace Career Mentoring programs have experienced a 95% satisfaction rate among the more than 700 young people who participated in the program.

50%

According to headspace research, half of young people felt that their work (48%) and study (53%) had been negatively impacted by COVID-19.

Team members work across vocational programs in the headspace network, with more young people than ever before receiving integrated vocational support on their mental health journey.

### COVID-19 Government funding

In May, thanks to Federal Government funding, we received \$6.8m for the expansion of the headspace Work and Study and Career Mentoring programs. This funding will allow for activity to begin on 1 July 2020 for the next two years. These programs are offered online to ensure all young people can access specialist support wherever they are. This meant that during COVID-19 our ability to provide support to young people remained unimpacted. The value of these programs in supporting a growing group of vulnerable young people impacted by unemployment, disruption to education and overall mental health will continue as the program supports more young people both now and into the future.

### Supporting bushfire affected communities

Additional funding was received to support communities in bushfire affected regions, allowing for the program capacity to significantly increase. This will enable both the Career Mentoring and the Work and Study program to support more than 3,000 young people in bushfire affected communities over the next two years.

### Award recognition

In recognition of the strength of the Work and Study program, headspace was awarded the 2019 Vic Health Award for *Improving Mental Wellbeing*. This recognition is testament to the positive impact the program has on the health and wellbeing of young Australians.

### Individual Placement and Support

headspace National is also committed to supporting the Department of Social Services' trial of the Individual Placement and Support (IPS) model in 24 headspace centres nationally.

IPS integrates employment and vocational services with clinical mental health, and continues to see increasing recognition of the programs in providing tailored, holistic and strengths based voluntary employment support to young people accessing help at headspace.



## apeksha's story

headspace National Youth Reference Group member, Apeksha Das is in her final year of training to become a registered psychologist and shares her experience of the headspace Career Mentoring Program.

“Initially I signed up for the career mentoring program because I wasn't sure what career pathway I wanted to pursue. After signing up for the program, and being matched with a mentor, I found my mentor really helped me with self confidence, drive, motivation and self belief, all things that helped me get to where I am today.

She supported me to make goals and held me accountable so that I actively applied for jobs and attended interviews. I didn't feel as alone in the process and found having someone there to support me meant a lot.

I'm currently in my final year of training to become a registered psychologist. I work primarily with young children in the early intervention space and thoroughly enjoy what I do. Days can be challenging but the wins are incredibly rewarding.”



# supporting mental health literacy in school communities and beyond.

headspace Schools supports people in education settings and the 9,500 primary and secondary schools across Australia. The team builds the mental health literacy and capacity of workforces, children, young people, their families and wider school communities.

Every day over four million Australian children and young people attend schools making it a universal and crucial environment for suicide prevention, early intervention and postvention strategies.



## Be You

headspace is the service delivery partner for Beyond Blue helping to deliver Be You, the largest national mental health initiative targeted at Australian schools. In the past year, we've successfully engaged 70% of all Australian schools (6,500 out of 9,500 educational settings operating in Australia). This means educators across Australia are better equipped with information, resources and support to promote and help children and young people achieve their best possible mental health.

As part of this program, we continue to deliver suicide response and recovery support to schools impacted by a suicide in a school community. Each year the program supports over 200 schools affected by a suicide. Demand for our postvention service continues and sadly in the first 6 months of 2020, we have guided and supported a number of communities experiencing suicide clusters.

In addition to Be You, we implement a range of targeted training packages for educators, school leaders, school wellbeing teams and parents. These packages range from early intervention, suicide prevention, to post incident debriefing and support. Through this program, we have now reached over 3,700 school leaders.

70%

In the past year, we've successfully engaged 70% of all Australian schools



**Thank you once again for meeting with the Schools Social-work Support team. Thank you for sharing your time, knowledge and expertise. It was appreciated.**



DET Schools social work  
Support Team Leader –  
Victoria

### **Schools Suicide Prevention Activities**

headspace has also continued to deliver on an important program called Schools Suicide Prevention Activities. This program, which focuses specifically on reaching schools in regional, rural, and remote areas, delivers a variety of mental health literacy and help seeking training packages directly to students in secondary schools across Australia, as well as their parents and carers.

Over the year, 1,200 sessions were held, reaching every state and territory, and over 70,000 school students. This initiative aligns with the work we do with Be You in schools and supports the local community engagement efforts of the headspace centres across Australia.

The program transitioned its usual face-to-face packages, to an online platform due to COVID-19. The online packages calibrate the content safely to be moderated and shared in smaller groups with consultation with teachers and schools.

A recent evaluation of the program showed high engagement and satisfaction of both young people and schools. headspace received a further two years of funding for this initiative, an incredible addition to the existing offerings headspace has for schools.

### **Bushfire response program**

In February 2020, the Federal Government granted additional funding to Beyond Blue (February 2020 to June 2021) for the delivery of the bushfire response program as a part of the existing Be You framework.

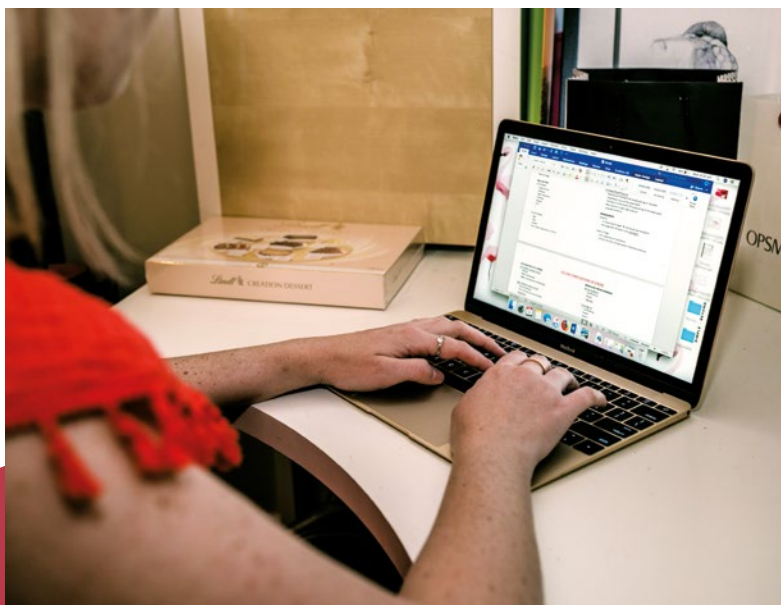
The bushfire response program provides tailored mental health support to schools and early learning services affected by bushfires across Australia. Informed by place-based and community-led principles, the program empowers bushfire-affected communities to lead their own recovery with support and tools from mental health professionals via Be You.

The funding allowed headspace to employ over 12 fulltime school client liaison officers to work closely with schools to identify their needs and provide guidance on wellbeing support and services. Via the appointed client liaison officers in each impacted area, schools have had access to targeted trauma and recovery support and guidance, which provides educators and families with skills and knowledge to support themselves and others before, during, and after a disaster or traumatic event.

Client liaison officers also work directly with schools to support the development of a recovery plan. Individually tailored, a recovery plan maps out and identifies short, medium and long-term activities to support recovery and promote resilience in each learning community. This program allows for up to 18 months of support, but many plans will extend well beyond this period to allow for long-term recovery in communities.

### **COVID-19 response**

During COVID-19, headspace Schools realigned all service delivery to online to ensure restrictions and safety precautions were adhered to across all our programs.



# supporting young people experiencing psychosis across Australia.

The headspace Early Psychosis program, integrated into 14 existing headspace centres, supports young people experiencing psychosis across Australia.

headspace Early Psychosis has supported over 2,800 young people in 2019-20 and has provided more than 270,500 occasions of service, through clinical and everyday practical help to reduce the chances of young people experiencing an episode of psychosis in the future.

Psychosis is a serious issue that calls for professional clinical help, however, one of the key challenges is the early recognition of psychotic symptoms. This is why headspace and Orygen partnered to develop the headspace Early Psychosis campaign to raise awareness of psychotic symptoms and the headspace Early Psychosis program among GPs and health care workers.

The headspace Early Psychosis program continues to experience high satisfaction rates among both young people and their families, with 92.5% of young people reporting positive experiences with the program, and a further 94% satisfaction rate for families.

The campaign, *Help Turn Psychosis Around* was launched in November 2019, with the input of young people who experience or have experienced psychosis. The campaign was designed to increase awareness and early referrals and to encourage young people to seek help. As part of the campaign, headspace also released a checklist to assist medical professionals identify the symptoms of psychosis in young people and to allow for referral and an earlier diagnosis.



**The program supported over 2,800 young people in 2019-20 and has provided more than 270,500 occasions of service.**



Early Psychosis Campaign and GP Checklist









# we are thought leaders in youth mental health.

This year saw significant opportunities for headspace to lend our voice and expertise in shaping the future of youth mental health in Australia.

## **Advocacy on behalf of the headspace network**

It was a challenging start to 2020 with bushfires and floods, followed by COVID-19 and lockdown restrictions, and we heard from young people and staff from the headspace centre network about the needs of communities across the country.

Our research into the experiences of telehealth services for both headspace centre staff and young people helped to demonstrate the importance of telehealth as a good support choice for young people when complementing in-person services. We drew on these insights to advocate for the expansion of telehealth, as well as the increase in the number of psychological sessions that young people could access from 10 sessions.

## **The Productivity Commission Inquiry into the Social and Economic Benefits of Improving Mental Health**

headspace continues to engage with a range of important inquiries and reviews that investigate mental health across the country. By making the strong argument for early intervention in youth mental health, we help to ensure the voices of young people, their family and friends, and the staff who support them are heard and amplified in these once-in-a-generation opportunities for system reform.

We have engaged with the Productivity Commission to ensure that major mental health reform reflects the needs of young Australians and their communities. We did this through key engagement opportunities like public hearings, as well as our public submission to the Productivity Commission's Draft Report in January 2020. These opportunities allowed us to demonstrate how headspace supports young people in local communities across Australia.

We continue to engage the Federal Government in its deliberations and response to the Productivity Commission's findings and recommendations due late 2020.



**This year saw significant opportunities for headspace to lend our voice and expertise in shaping the future of youth mental health in Australia.**



## The Royal Commission into Victoria's Mental Health System

The Victorian Royal Commission presents an important opportunity for headspace to ensure that Victoria's mental health system addresses the needs of the state's young people and their families and friends.

As part of our ongoing engagement with the Royal Commission, we made a public submission in July 2019, and headspace CEO Jason Trethowan was invited to provide a witness statement to the official proceedings.

We look forward to reading The Final Report of the Royal Commission into Victoria's Mental Health System in February 2021.

## Medicare Benefits Schedule

In response to the Department of Health's Medicare Benefits Schedule (MBS) Review, we provided a number of submissions to advocate for appropriate (MBS-related) youth mental health investment. This included our response to the MBS Review Taskforce's Psychiatry Clinical Committee draft report in December 2019 to ensure that telehealth continues to be appropriately incentivised and meets the needs of young people and families.

We await the Federal Government's consideration of the taskforce's full recommendations.



**The Victorian Royal Commission presents an important opportunity for headspace to ensure that Victoria's mental health system addresses the needs of the state's young people and their families and friends.**



Cover of the Royal Commission into Victoria's Mental Health System

**we are committed to seek input from and listen to the perspectives of Aboriginal and Torres Strait Islander young people, communities and our workforce to embed cultural safety and responsiveness in all that we do.**

**Establishment of the Aboriginal and Torres Strait Islander Advisory Group**

The headspace National Aboriginal and Torres Strait Islander Advisory Group was established in 2020 to provide strategic advice and recommendations to headspace National on initiatives to help improve outcomes for Aboriginal and Torres Strait Islander young people through enhanced cultural safety in the design and delivery of services.

The group, which currently meets on a quarterly basis, consists of Elders, Traditional Owners, young people, representatives from three headspace centres that are led by local Aboriginal Community Controlled Health Organisations, and staff from various positions across the headspace network. The representation from various locations and positions provides diverse perspectives from both regional and metropolitan communities across the country to inform the work of headspace and ensure services are appropriate for all Aboriginal and Torres Strait Islander young people.



2019 Meeting of the Aboriginal and Torres Strait Islander workshop



### Embedding Aboriginal and Torres Strait Islander cultural safety and practice into the headspace model

Throughout the year, we have continued the review of the headspace service model to identify access and engagement barriers for Aboriginal and Torres Strait Islander young people. The goal is to improve cultural safety, cultural and clinical practices and other relevant considerations within the model. Consultations are underway with young people, headspace staff, the Aboriginal Community Controlled Health Organisations and other key stakeholders. Following the project completion, a detailed report will be provided and analysed listing key recommendations on the ways in which headspace can better embed Aboriginal and Torres Strait Islander cultural safety and culturally responsive practices into the headspace service model.

### headspace Reconciliation Action Plan

headspace is committed to reconciliation between Australia's First Peoples and non-Indigenous Australians. With this commitment, headspace aims to build a culturally safe organisation that actively welcomes, supports, listens to and respects our Aboriginal and Torres Strait Islander workforce, Elders, young people, families and communities.

Over 2019-20, we have worked to progress reconciliation as we build and improve the cultural safety of our services and our workplaces. Our RAP Working Group have continued to support our efforts and have achieved the following:

- Incorporated Aboriginal and Torres Strait Islander arts and culture into our branding and physical environments.
- Established an Aboriginal and Torres Strait Islander Advisory Group to provide advice and recommendations to headspace National.
- Improved our understanding of the significance of Aboriginal and Torres Strait Islander cultural protocols, including the promotion of protocols such as Welcome to Country and Acknowledgement of Country.

### Aboriginal and Torres Strait Islander Youth Mental Health Traineeship Program

Thanks to our partnership with Future Generation Australia, the 2019-20 Aboriginal and Torres Strait Islander Youth Mental Health Traineeship Program engaged four Aboriginal Youth Engagement Trainees over an 18-month period in partnership with headspace Broome and Darwin centres, supporting them to complete their Certificate IV in Mental Health.

The program aims to reduce shame and stigma surrounding mental health in Aboriginal and Torres Strait Islander young people, whilst improving their mental health literacy and help seeking behaviours.

### Engagement of Aboriginal and Torres Strait Islander workforce

headspace National coordinates the Aboriginal and Torres Strait Islander staff network, encompassing over 50 Aboriginal and Torres Strait Islander health workers from across the country. In September 2019, we hosted the annual network workshop in Melbourne. The workshop provided the Aboriginal and Torres Strait Islander workforce with the opportunity to connect with colleagues, participate in a facilitated self-care session, and share information about approaches to improve the mental health and wellbeing and engagement of Aboriginal and Torres Strait Islander young people. The staff network also provided input into the development of the review of the headspace model and Aboriginal and Torres Strait Islander social and emotional wellbeing campaign.



I am privileged to be a part of a group that is both passionate and proactive about changing the perspective on mental health.



Nikia Bailey



### nikia's story

Nikia Bailey is a Ngarrindjeri woman living on Kurna land and is currently studying a Bachelor of Psychology (Honours) at the University of South Australia. Nikia shares her experience of being a member of the Wominjeka Reference Group.

"I am extremely passionate about Aboriginal and Torres Strait Islander mental health. The increased stigma and lack of mental health representation in Aboriginal and Torres Strait Islander communities motivates me to strive for change. The Wominjeka Reference Group allows a range of young people from across Australia to collaborate in raising mental health awareness by creating a campaign for Aboriginal and Torres Strait Islander people. The young people in this group use authentic lived experience to advocate for mental health awareness in Indigenous communities. I am privileged to be a part of a group that is both passionate and proactive about changing the perspective on mental health."



# we are thought leaders in youth mental health.

We're committed to ensuring that our services and programs are underpinned by the best quality evidence and are effectively meeting the needs of young people and their families.

It is critical that our initiatives deliver great outcomes for the young people we serve.

In March 2020, the Strategy, Impact and Policy division was created to combine evaluation, policy and strategy functions across headspace. This division will guide the organisation's strategic direction, inform the national policy reform agenda and continue to comprehensively monitor and evaluate headspace services to support continuous quality improvement, guide service innovation, and inform future directions in youth mental health.

## Evaluating headspace services

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

### Projects undertaken include:

- Multiple evaluations of digital services including headspace Career Mentoring, Community Spaces, telepsychiatry secondary consults, headspace Work and Study and the Regional Schools Counselling Service.
- Scoping a comprehensive centre evaluation framework to guide evaluation activity over the next three years.
- An evaluation of the headspace Wait Time Reduction Program, including headspaceConnect.

- Supporting external evaluations of the headspace Early Psychosis Program, and the Individual Placement and Support Service (IPS).

## headspace centre young person follow up study

In a first for headspace, we examined the longer-term impacts for young people receiving services at headspace centres. Surveying over 1,900 young people who accessed support at a headspace centre, we found that headspace had significantly reduced young people's psychological distress and improved their quality of life while receiving services, and importantly, improved or maintained these positive changes after exiting (up to two years later). The report also uncovered that headspace had:

- Helped 86% of young people to better understand their mental health problems and supported 80% of them with the skills to deal with them.
- Reduced the impact of mental health on the lives of 78% of participants, improved the general wellbeing for 82% and helped 80% to be more hopeful for the future.
- Positively impacted young people's work and study situation through increased understanding of the impact on their mental health (83%), increased confidence to better manage their work and study situation in the future (76%) and significantly reduced the number of days they were unable to work or study.

83%

of young people said that headspace had positively impacted their work and study situation through increased understanding of the impact on their mental health.

### **The impact of COVID-19 on young people at headspace**

During May 2020, we conducted a study to understand the impact of COVID-19 on 3,575 young people who received services at a headspace centre. Our research found young people reported a mix of both negative and positive impacts of COVID-19 and restrictions on their mental health, sense of wellbeing and future goals:

- 74% of young people surveyed reported that their mental health was worse since the outbreak of COVID-19, and 86% of young people reported a negative impact on their mood, wellbeing or sleep.
- 77% of young people reported a negative impact on either their work, study or financial situation and 50% reported an impact on their confidence in achieving their future goals.

However, some young people reported positive impacts, including 69% who reported that they felt more empathy towards vulnerable people and 51% felt more compassionate or generous towards others.

Young people drew on a range of strategies for coping, including talking to family or significant others (82%), talking to friends (73%), or engaging in activities and hobbies (82%). One positive outcome of the COVID-19 pandemic is that some young people reported having more time to engage in these activities and strategies.

### **Research projects**

We've 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.
- Receiving a major National Health and Medical Research Council partnership grant with Orygen, to examine awareness of headspace and outcomes for young people accessing support at headspace.
- Partnering on a number of 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.
  - Bringing family, community, culture and country to the centre of health care.

- Culturally appropriate models for improving mental health and wellbeing in Aboriginal and Torres Strait Islander young people.
- Our Journey, Our Story: Building bridges to improve Aboriginal youth mental health and wellbeing.
- Supporting a randomised controlled trial of an exercise program for young people with depression.
- Further exploration of the use of the MyLifeTracker measure in clinical care.
- Participating in a study into sexual health pathways for young people.
- Supporting a project exploring the need for neuropsychological assessment in youth mental health services.

### **Research publishing**

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

- Kwan B, Rickwood DJ. A routine outcome measure for youth mental health: Clinically interpreting MyLifeTracker. *Early Intervention in Psychiatry*. 2020;1–11. <https://doi.org/10.1111/eip.13016>.
- Carbone, S.R., Villella, C., & Rickwood, D.J. (2019). 'headspace' and GPs – working together to improve young people's lives. *Medicine Today*, 20(4), 14–19.
- McGorry, P., Trethowan, J., & Rickwood, D. (2019). Creating headspace for integrated youth mental health care. *World Psychiatry*. 18(2), 140–141. doi:10.1002/wps.20619.
- Seidler, Z.E., Rice, S.M., Dhillon, H.M., Cotton, S.M., Telford, N.R., McEachran, J., Rickwood, D.J. (2020). Patterns of Youth Mental Health Service Use and Discontinuation: Population Data From Australia's Headspace Model of Care. *Psychiatric Services*. doi.org/10.1176/appi.ps.201900491

# supporting the mental health of young people globally.

Strengthening connections with global partners provides crucial opportunities to share knowledge on the delivery of innovative service delivery models to support the mental health of young people globally.

## Building connections with international partners

In the past year, a new collaboration formed to include Foundry (Canada), headspace (Australia) and Jigsaw (Ireland), which will see these youth mental health organisations connect to share and build upon the expertise and capabilities they each offer in order to support young people to manage their mental health. The collaboration will enable connections, shared knowledge and a peer support approach to many of the common challenges faced in addressing youth mental health in each country.

Foundry, Canada BC leadership team at headspace Open Day, with headspace CEO



## headspace as a global leader in youth mental health

This year, headspace Board Director, Professor Patrick McGorry AO and headspace CEO, Jason Trethowan were invited to the inaugural gathering of youth mental health organisations from Nordic and European countries, hosted by headspace Denmark. Jason presented on headspace experiences of developing strategies to overcome mental health stigma, managing increased demand on services, and the role and meaning of family and friends participation and importance of family inclusive practice.

## headspace Jerusalem launch

November 2019 marked the official opening of headspace Jerusalem. This is the second headspace centre to be launched by ENOSH – the Israeli Mental Health Association. The Australian Ambassador to Israel, Chris Cannan and headspace CEO, Jason Trethowan were guests at the official launch. Jason was provided the opportunity to review the adaptation of the headspace model in Israel and to provide reflections from the context of the service in Australia.



**The International Association for Youth Mental Health Conference provided a number of opportunities to connect and share experiences.**



### **International Association for Youth Mental Health Conference 2019**

headspace was a co-sponsor of the International Association for Youth Mental Health Conference (IAYMH) – a pre-eminent event for health, education and welfare professionals, researchers, policy makers, young people and families, held in October in Brisbane. Across the conference, headspace showcased innovations, developments and services to peers, and CEO, Jason Trethowan also delivered a keynote address to industry peers.

The conference provided a number of opportunities to connect and share experiences with international partners at a number of side events hosted by headspace. This included two open days, a tour of headspace Southport and headspace Meadowbrook and the International Youth Mental Health Service Collaboration event, hosted in partnership with Orygen.

### **World Economic Forum & Orygen Global Framework for Youth Mental Health**

In May this year, we welcomed the release of the World Economic Forum and Orygen Global Framework for Youth Mental Health. Alongside the headspace centre network, we were proud to contribute to the worldwide consultation in the development of the framework and were honoured to see headspace feature as an example of excellence in youth mental health.



David Levy (Founder of headspace Israel), Itzik Sabato (Director of the National Insurance Fund, National Insurance Institute), Hilla Hadas (CEO of Enosh – The Israeli Mental Health Association), Chris Cannan (Australian Ambassador to Israel), Jason Trethowan (CEO of headspace Australia.)



# building a platform that evolves with changing needs.

Clinical practice focuses on building a platform that equips headspace with the knowledge, skills and tools to continuously improve the quality of a young person's experiences. We develop, improve and embed quality, risk and clinical practice systems through frameworks, capabilities and tools.

## **Consultation & Training Program**

The headspace Consultation and Training Program continues to provide training to a range of organisations closely connected to young people, in an effort to help improve mental health literacy and provide skills and advice on how best to work with young people in their communities.

## **Building mental health literacy where young people are**

This year saw a range of clients engage with the Consultation and Training Program including the roll out of a national training program with Grill'd restaurants and the Sussan Group (Sportsgirl), and training and workshop development with Kellogg's Ironmen, which worked to support the Clontarf Foundation Students, and a Surfing Australia pilot workshop with state representative coaches.

We were also pleased to be involved in consultation, training and a focus group project with The Council of International Students (peak body for international students) to look at ways to address mental health for international students.

## **NRL State of Mind**

Our relationship with the NRL continued with the redevelopment of the hugely successful NRL State of Mind program and expansion of the project to develop an under 18s program for young players (Stay in the GAAME Training). The program aims to reduce stigma and increase help seeking behaviour, whilst creating positive discussion and connection in communities, and increasing mental health literacy.

## **headspace in the gaming community**

We continued our work with Riot Games by assisting in the development of healthy gaming programs for young people. We also supported a variety of gaming events such as the Riot Games bespoke mental health round and their regional championship broadcast where we spoke about healthy gaming habits and ways young people can proactively support their mental health in the gaming community.



# increasing mental health literacy and ensuring young people are aware of our brand and services.

The recognition of headspace as a safe place to seek help and support is crucial in ensuring young people are aware of our brand and services.

## headspace Day 2019

headspace Day was held on Wednesday 9 October 2019, with headspace centres and local communities coming together to celebrate the day.

We brought the 7 tips for a healthy headspace to life by way of a physical kit, which had different tools and items to help young people take a moment for a healthy headspace. A digital kit was also accessible for anyone online, providing interactive resources.

Actress and LGBTIQA+ advocate, Georgie Stone was engaged as our headspace day ambassador, speaking at an event in Melbourne that was attended by more than 200 people.

Guests learnt about the different tips and things they could do to keep a healthy headspace, including mindful activities, eating well and taking time to connect with one another. Centres right across Australia also acknowledged the day by running a variety of activities to engage the community including morning teas and free yoga classes.

Media coverage about headspace day was extensive with research launched revealing nearly two thirds of young Australians (62%) felt that the mental health of young people in Australia was getting worse.



Above: Georgie Stone headspace Day Ambassador, Dr Katie Allen Member for Higgins, Wurundjeri Elder Uncle Dave Wandin and Jason Trethowan headspace CEO

Left: headspace day color run at headspace Murray Bridge



## Supporting the LGBTIQ+ community

headspace has continued to show support for the LGBTIQ+ community with participation at key events such as Melbourne's Midsumma Festival and the Sydney Gay & Lesbian Mardi Gras.

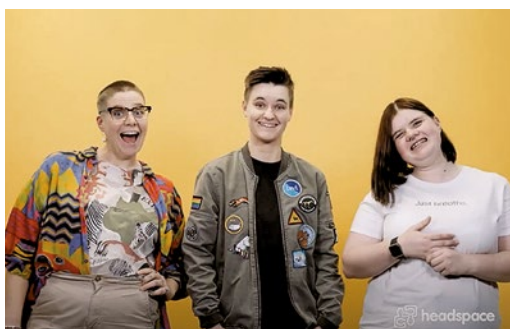
As well as having a presence at both festivals, headspace once again took part in the Mardi Gras Parade and Melbourne Pride March with over 55 young people from our headspace Youth National Reference Group and local youth reference groups proudly marching on behalf of headspace.

This year, several members of the headspace Youth National Reference Group also told their stories in a new video content series, designed with young people and shared across our digital and social platforms. The series aimed to help other young people who identify as LGBTIQ+ recognise that they're not alone and that help is available.

To run alongside the video content series, we also launched a statistic from our headspace National Youth Mental Health survey that found more than half (57%) of young people who identify as LGBTIQ+ have high or very high psychological distress.

Top: Sydney Mardi Gras

Bottom: Kyra, Fox and Kay for LGBTIQ+ campaign



headspace COVID-19 campaign

## Helping young people through a challenging time

The COVID-19 pandemic drastically affected everyone's lives in 2020. To support Australians through this challenging and uncertain time, headspace launched a new campaign encouraging young people to understand and look after their mental health and wellbeing. Our 7 tips for a healthy headspace provided the basis of the message delivered to the community.

At the same time, headspace conducted and launched new research that uncovered how young people were faring during periods of heightened COVID-19 restrictions. The research – launched to media nationally, found young people were feeling a lack of confidence in their ability to achieve future goals and more than half reported that their mental health had gotten worse. Young people from the headspace Youth National Reference Group spoke of their experience through lockdown and headspace clinicians spoke to media about how young people and families could manage their mental health during lockdown.

## Encouraging Australians to Keep Moving

In partnership with the Australasian College of Sport and Exercise Physicians, and at the height of COVID-19 restrictions in Australia, we launched an online content series featuring high-profile sports stars such as Adam Goodes, Tayla Harris and Sam Stoser to encourage Australians to find ways to keep moving during COVID-19 lockdown.

Sports stars shared their tips for looking after their physical and mental health such as keeping active, staying connected to loved ones and eating well. Videos were shared across social media and sports stars also participated in media Interviews speaking about the initiative.



# we are extremely proud to work with so many great organisations.

Our fantastic partners support our programs, campaigns, promotional activities and encourage their employees to give generously and volunteer. We are extremely proud to work in partnership with so many great organisations to help increase mental health literacy, encourage help seeking and reduce the stigma surrounding mental health.

Chatime at headspace day 2019



## Viva Energy

Our partnership with Viva Energy came to an end in 2019. During our three-year partnership, we were incredibly proud to work with Viva Energy to achieve the following:

- Training 114 young people in mental health first aid.
- Upskilling 924 young people through 253 training opportunities.
- Delivering 134 community awareness events through four headspace centres.
- Seeing 21 Viva Energy employees mentoring 33 young people to support their career goals.

Thank you to Viva Energy for your support and the impact you've had on an extraordinary amount of young people within the headspace network.



## Chatime

Chatime is one of Australia's most popular bubble tea retailers, with over 100 locations across the country. This year, through Chatime's partnership with Student Edge, an online hub for tertiary students with over 1 million members, headspace was able to publish mental health and wellbeing content to reach many more young people.

For the third year, Chatime also supported the headspace day event in Melbourne by providing refreshing drinks to those in attendance.

# 924

Young people were upskilled through 253 training opportunities with Viva Energy.



## NRL

headspace has continued to support NRL's delivery of their State of Mind program. The grassroots education sessions are delivered to both senior and junior rugby league clubs, players, coaches and officials. The program reduces stigma around mental illness, increases help seeking behaviour, and creates positive discussion around mental health and wellbeing. Where possible, we link the junior rugby league club with their local headspace centre and local clinician who can support the delivery of mental health sessions.

This year, headspace worked with the NRL to develop a new education program, "Get in the GAAME". This program is aimed at young people and includes an element of physical training.

The State of Mind program is delivered by current and former NRL players, who are passionate about increasing mental health literacy within the community.

Due to the COVID-19 pandemic, many State of Mind sessions transitioned to be delivered online, giving people access to the program, at a time when mental health is of the utmost importance.

Preston Campbell is one of the NRL's State of Mind Advocates



## FUNLAB

### Funlab | Day of Fun 2019 and mentoring

In September 2019, Funlab held their third annual Day of Fun in support of headspace. All the proceeds from games across Funlab's 39 venues (including Strike Bowling, Holey Moley, Skyzone and many more) were donated to headspace. Many headspace centres across the country worked with their local Funlab venue on Day of Fun as well as other community projects throughout the year.

In 2019, an incredible \$150,000 was raised for headspace through Day of Fun.

This year, 12 Funlab staff from across the country have been involved in the headspace Career Mentoring Service, mentoring 15 young people. We are grateful for the breadth of knowledge and experience Funlab staff bring to the program and their mentees.



### Future Generation Australia

Future Generation Australia supports the headspace Aboriginal and Torres Strait Islander Traineeship Program. This program contributes to the development of an Aboriginal and Torres Strait Islander social and emotional wellbeing workforce in regional and remote areas of Australia. The program has reached approximately 800 Aboriginal and Torres Strait Islander young people through mental health promotion and literacy sessions in Broome, Townsville and Darwin.

**\$150,000**

In 2019, an incredible \$150,000 was raised for headspace through Day of Fun.



headspace CEO Jason Trethowan, AFL Head of Mental Health and Wellbeing Dr Kate Hall & AFL Football Operations General Manager Steven Hocking



### Australian Football League (AFL)

This year, we were delighted to announce our partnership with the Australian Football League (AFL). This partnership will create a great opportunity for headspace to talk to young people about mental health with the support of such a large sporting organisation. headspace will work with the AFL to develop and embed a curriculum to support the mental health and wellbeing of young people striving to play the game at the highest level.



### The GIANTS

This year, The GIANTS supported The Push-Up Challenge with player ambassadors from the men's and women's teams encouraging people to get involved. Four players helped us increase participation in the challenge and encouraged more GIANTS fans to push for a cause. We also connected The GIANTS with their local headspace centres in Western Sydney to support The GIANTS community engagement activities in the area.

### Kmart

Kmart have continued to support headspace through their self-service point of sale donations in QLD, SA, TAS, NT and WA. This year, Kmart also supported the 2019 headspace day event in Melbourne by providing items to help bring the event to life. Kmart staff volunteered their time on the day, helping to run a healthy headspace activity stand. This year, Kmart donated \$40,000 to headspace.

headspace Day 2019 healthy headspace activity stand



### Jellis Craig Foundation

This year, seven Jellis Craig staff members were involved in the headspace Career Mentoring program. Whilst our formal partnership with Jellis Craig concludes this year, some of their staff members will continue to mentor young people.

## thank you.

Thank you to all our partners for choosing to partner with headspace and for supporting the mental health of young people in Australia. We would especially like to acknowledge the partnerships that came to an end this year - Viva Energy, Merchant Shoes, Jellis Craig Foundation, and Hays. You have provided an incredible amount of support to headspace to help us reach more young people and support them through challenging times. Thank you.

# we recognise, acknowledge and thank all of our supporters.

## The Push-Up Challenge

In 2019, headspace joined forces with national initiative, The Push-Up Challenge. The Challenge would see participants complete over 3,128 push-ups in 21 days to shine a light on mental health and raise much needed funds for headspace to help reduce suicide and support the mental health of young people right across Australia. After a fantastic first year, headspace joined the 2020 Challenge to encourage people to push for a cause at the height of the COVID-19 pandemic in Australia.

Founded by Perth engineer, Nick Hudson, The Push-Up Challenge was created to promote awareness about suicide in Australia and encourage positive mental health through physical activity. What started off in 2016 as a challenge between 10 friends, grew to involve 130,000 participants in just four years.

In 2019, participants were asked to complete 3,128 push-ups to represent the number of Australian's who died by suicide.

50,000 people from all over Australia participated and raised an incredible \$2.5 million for youth mental health.

In 2020, the decision was made to bring forward the challenge as a response to the COVID-19 pandemic and provide a way to stay mentally and physically healthy, and socially connected during the periods of increased lockdown. In its fourth year, participants would complete 3,046 push ups across 21 days, again raising mental health awareness and funds for headspace. We saw an incredible 130,000 participants come together for the initiative to double the fundraising efforts raising over \$5 million for headspace.

Funds raised have and will continue to go towards new mental health initiatives and the creation of evidence-based resources and programs that support the mental health of young people across Australia.

Ultimately, the success of The Push-Up Challenge means young Australians will have practical support, knowledge and care made available to them no matter where they are, regardless of the mental health issues they are facing.

# \$5M

Together we raised over \$5 million for headspace and completed over 100 million push-ups! Incredible.





## headspace Supporters

### headspace heros

#### Shan and Maddy

In February, Shan Primrose and Maddy Herbert hosted 'Kind Minds', a fundraising event with live music, an art exhibition, market stalls and positive mental health activities. They said, "We chose to fundraise for headspace as we have both experienced issues with our mental health, and headspace has helped Shan on multiple occasions. We love the work headspace do and would love to work with them again in the future!"



#### Aaron

In June, Aaron decided to embark on a solo unassisted ultramarathon distance run of 50km from Bondi to Rouse Hill Regional Park in Sydney. Keeping one foot in front of the other Aaron was able to accomplish this incredible feat in just under four and half hours and raise over \$5.8k for headspace.

Aaron said, "Having personally overcome bouts of depression and anxiety stemming from PTSD in my formative years, this was merely a small token of my appreciation for the incredible network of support I have around me."

"Choosing to raise money for headspace was a no brainer given the incredible day-in day-out work that this organisation does. Thank you headspace for all that you have done and continue to do."



**Choosing to raise money for headspace was a no brainer given the incredible day-in day-out work that this organisation does.**



Aaron

# supporting more young people and their family and friends.

This year, headspace has dispersed fundraising funds to a number of fantastic projects and initiatives, enabling headspace to continue vital work in supporting more young people and their family and friends.

## **Internships for young people**

The headspace Interns program again offered four project-based internships at headspace National. You can find out more about this project in the Youth Participation section of this report (page 15).

## **headspace Batemans Bay**

In early 2020, in the wake of the devastating bushfires in Batemans Bay, we dispersed fundraising funds to help with the establishment of a temporary headspace service in the area to support young people and their family and friends.

## **headspace Geraldton Bush Adventure Therapy**

headspace Geraldton in Western Australia received a grant to deliver a pilot bush adventure therapy program for women aged 18-25 called "Them Feels". The two-day program involved a combination of psychoeducation, skills building in mindfulness, emotional awareness and regulation, tips for maintaining a healthy headspace and engaging with the local environment.

## **headspace network collaboration solution**

An online collaboration space for the headspace network was set up to support increased engagement, communication and collaboration between headspace National and the centre network, including centres, Primary Health Networks, lead agencies and consortia chairs.

## **Bushfire and natural disaster recovery support**

Natural disasters can create a lot of stress and anxiety for survivors that may contribute to mental health challenges, and children and young people are often overlooked in the response phase following a natural disaster. Funds were allocated to build sustainable trauma informed resources, training and upskilling packages and workforce support for headspace practitioners to better support young people and their family and friends following natural disasters.

## **Family and friends inclusive transformation project**

Family support is pivotal to the health and wellbeing of young people, and their participation can be key in reducing the severity of mental health challenges and facilitating recovery in their young people. Funds were allocated to this project to create and implement a framework and resources for headspace centres to establish a more cohesive approach to family inclusive practice and family and friends' participation.







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, 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 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 National Youth Mental Health Foundation is funded by the Australian Government Department of Health