



year in review

2018 – 2019



headspace
National Youth Mental Health Foundation

Artwork by: Josh Muir

Josh is a proud Yorta Yorta/ Gunditjmara man who holds his culture strong and close to his heart; it gives him his voice and his identity. Muir's artworks echo his culture in a contemporary setting, and his practice reflects his journey.

This piece captures values from the headspace vision for reconciliation: Celebration, Country, Diversity, Culture, Healing, Respect and Equity.

These values are the underlying factors in what it takes to establish the central Reconciliation icon: a Yarning circle, belonging and echoing throughout time as a ripple effect. Acknowledging our past, present and future with three spears. Wattle seed cornerstones support the piece to represent the importance of healing to reconciliation.

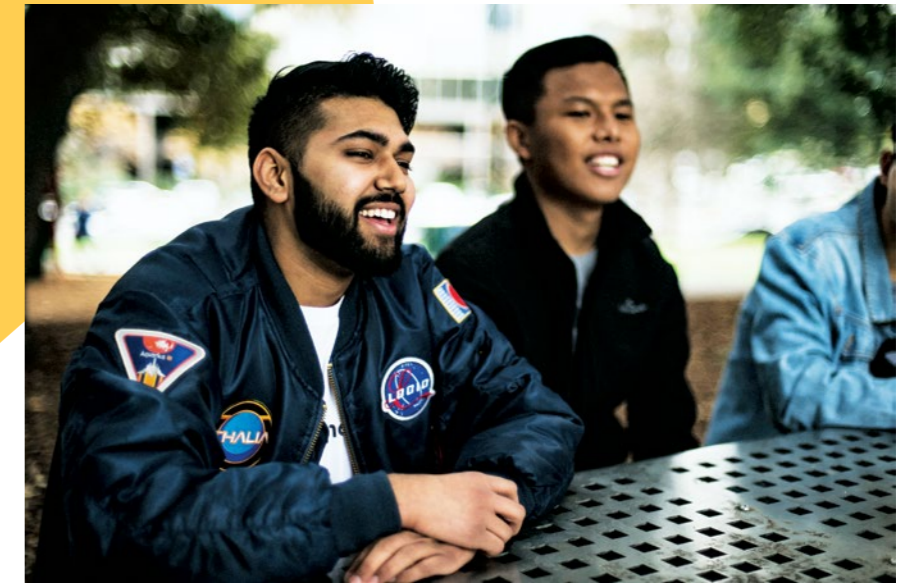
Acknowledgement of Country

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 and present 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 Reconciliation Action Plan Artwork
2019 by Josh Muir, Yorta Yorta / Gunditjmara

welcome to the 2018–2019 year in review



6

a message from the CEO

8

a message from the board chair

10

headspace snapshot

12

about headspace

14

youth participation

16

australian youth advocates for mental health

17

family and friends participation

18

cultural practice and diversity

20

headspace centre network

24

eheadspace

26

headspace telehealth

27

headspace work and study

28

headspace schools

30

headspace early psychosis

31

thought leadership

32

international partnerships

33

clinical practice

34

evaluation and research

36

headspace brand, campaigns and engagement

38

our partners

40

new partners

42

our supporters

43

fundraising

a message from the CEO



Thank you to everyone across Australia who helped almost 100,000 young people to visit a headspace centre, resulting in close to half a million visits over the 2018 – 2019 financial year.

Despite the ongoing stigma associated with mental health and seeking help, young people came to headspace in record numbers because they see headspace as a brand they connect with and a safe place to share with someone they trust. Together with the centre network and national programs, we've worked towards reducing stigma and reached more young Australians in their local communities than ever before.

Youth participation

Young people, their families and friends, are integral to headspace and everything we do. It was a busy year for youth participation as we waved goodbye to our 2017 – 2019 cohort of the headspace Youth National Reference Group (hY NRG) and said hi to the 2019 – 2021 group. hY NRG continue to have a profound impact, contributing to campaigns, clinical governance and everything in between. During the year we also established a new Australian Youth Ambassador program in partnership with other national mental health organisations. We remain incredibly inspired by the voices and experience young people have in shaping the future of headspace.

Wait times

A key priority area was to better understand wait times in headspace centres. In response to growing demand for services, headspace undertook a national survey of headspace centres to uncover the level of demand and key factors perceived to affect wait times. The release of this report helped inform a 2019 Federal Budget commitment of \$152 million over six years to help address these issues. We are constantly seeking to ensure that all young people can access headspace services and we will be implementing new strategies over the coming year to strengthen opportunities so that the right service is provided to the right young person at the right time.

Accessing services

We saw the headspace centre network grow by 14 new sites, including one outreach, three satellites, four outposts and six centres. More than 50 per cent of headspace centres are now operating in rural and regional areas.

As part of the headspace digital strategy and national infrastructure, our development of new systems, upgrade of old ones, service enhancements and integration across centre and online services are driving support for end-to-end user journeys and care. For instance, the headspace service is now providing a wider range of service offerings to young people, families and friends.

We made significant progress with the implementation of the Be You program in primary and secondary schools. This Beyond Blue initiative, alongside our broader School's

programs, enables greater mental health and wellbeing support for educators, students and their families.

Stakeholder engagement

Stakeholder engagement has been another big focus as we developed and strengthened our relationships with key network partners, including primary health networks (PHNs), lead agencies and consortium chairs, and hosted workshops for state-based centre managers and clinical leads, GPs and the Aboriginal and Torres Strait Islander staff network.

We are committed to engaging with Aboriginal and Torres Strait Islander young people to support their social and emotional wellbeing. 7,691 young people who identified as Aboriginal and Torres Strait Islander came to headspace centres for 31,577 occasions of service. Cultural safety and security is of high importance to headspace as is the support for more than 50 Aboriginal and Torres Strait Islander people working in headspace centres.

Supporting priority groups

We commissioned a nationally representative survey of young people aged 12 – 25, asking about their mental health and wellbeing. We discovered that nearly one in three young Australians were reporting high or very high levels of psychological distress but as high as 35 per cent have never sought support from a mental health professional. These insights formed the backbone of many of our media and community awareness campaigns, including headcoach, a cyberbullying initiative and headspace day.

Thanks to partnerships with corporate and community organisations like the National Rugby League (NRL) and Riot Games, we were able to reach even more young people. We are incredibly grateful to all our corporate partners, who enable us to amplify our messages and resources.

Advocating for headspace

The last few months of this year have been dominated by representing the value and role which headspace plays in communities, with both the Federal Budget and Election providing opportunities for much public commentary. We are fortunate to enjoy long-term bipartisan support for our work, and we were pleased to see that mental health – particularly for young people – was a focus with many commitments to the headspace network. We look forward to working with the government, PHNs and the centre network to implement and deliver on these investments.

We partnered with Orygen, the National Centre of Excellence in Youth Mental Health, on a joint submission to the Productivity Commission's Inquiry into the Social and Economic Benefits of Improving Mental Health, and after consulting with young people, families and friends, and headspace centres we developed a headspace submission to the Royal Commission into Victoria's Mental Health System. Both of these are a once-in-a-generation opportunity for mental health reform and we will continue to make a strong argument for early intervention and youth mental health.

Thank you

Much of what has been achieved over the last year would not have been possible without the tremendous hard work, dedication and passion of headspace employees. Our people are our greatest asset and thanks to them, headspace is a truly great place to work.

I want to personally thank the talented and passionate headspace National Executive team, who ensure that we work collaboratively and support their committed teams to achieve our vision that all young Australians are supported to be mentally healthy and engaged in their communities.

Finally, as always, thank you to everyone from the national centre network – the centre teams, lead agencies, PHNs and consortium chairs – who bring headspace to life every single day in local communities across Australia.

Jason Trethowan
CEO, 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.

Expansion of the network

2018 – 2019 saw vital expansion of the headspace network, with 14 new services opening in locations spanning Melton (VIC) through to Mandurah (WA), ensuring headspace reaches young people right across Australia.

We also continued to see high levels of satisfaction across eheadspace (83 per cent), headspace centres (86 per cent) and headspace Early Psychosis (92 per cent). We know young people are seeing the benefits of the service with research revealing 62 per cent of young people attending headspace get better. With increasing satisfaction and positive impact of headspace comes a growing demand for the headspace service.

Wait times

We acknowledge the barrier that wait times create to help-seeking for young people and their families. We also know that wait times are a period of high risk for young people. Thanks to feedback from headspace centre managers in late 2018, we have a better understanding of the level of demand and the key factors that were perceived to affect wait times. In addition to centre expansion, we identified a need to increase clinical workforce capacity, invest in headspace digital and technology platforms, augment the existing headspace platform to provide better

care for young people with more severe and complex conditions, seek longer term contracts for primary health networks and implement quality improvement initiatives.

We are incredibly thankful to the Government for allocating funds to help reduce wait times as part of the Federal Budget. Their continued investment in headspace demonstrates both the value and the need for headspace. We know that increased investment in early intervention is key to supporting young people's mental health and we thank the Government for its continued commitment to youth mental health.

Board engagement

As part of the Board's engagement with the services and staff we are proud to govern, we were fortunate to have Board meetings hosted at headspace Bankstown (NSW), Orygen, the National Centre of Excellence in Youth Mental Health (VIC), and headspace Fremantle (WA). Experiences such as this enable the Board to meet with staff and young people and see services in action. During our time in Western Australia, we had the privilege of hearing a panel discussion about Aboriginal and Torres Strait Islander youth mental health in the context of rural and remote communities. Panellists offered valuable insights on the challenges working and living in regional and remote areas and also talked about the vital role that culture plays in improving the mental health and wellbeing of Aboriginal and Torres Strait Islander young people, something of utmost importance to headspace.

Reconciliation Action Plan

We were proud to launch the headspace Reconciliation Action Plan (RAP) this year. The launch of the headspace RAP reflects our commitment to working with community Elders, children, young people and all First Nations people, to be led by them and to play our important role in closing the health gap for Aboriginal and Torres Strait Islander people. Our vision for reconciliation is an equitable Australia where the 60,000 year old cultures and continuing connection to Country of Aboriginal and Torres Strait Islander peoples are respected and celebrated. Thank you to the Aboriginal and Torres Strait Islander team members at headspace and all the members of the working group who came together to design an outstanding piece of work.

Youth participation

This year, I've been honoured to commence my role as Board Chair – a position I'm both grateful for, and incredibly proud to hold. In a true demonstration of the headspace commitment to put youth participation at the very core of the organisation, the Board also welcomed the appointment of two new youth advisors – Amelia Walters and Jarrad Hickmott.

Thank you

On behalf of the headspace Board, I would like to offer sincere thanks and congratulations to Ian Marshman, who finished up as Board Chair this year. Ian, who held the position of Chair since 2016 and was a Board member since 2009, is a tireless and dedicated advocate

for young people and their mental health. During his time on the Board, Ian saw and played a significant role in the growth of headspace as the Government's preferred youth mental health platform.

The Board would also like to thank headspace CEO Jason Trethowan, whose strong leadership has enabled the organisation to secure much needed funding, 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 would like to acknowledge 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 Amelia Walters and Mr Jarrad Hickmott.

The headspace Board is firmly dedicated to continuing its work with, and for, all young people to ensure they have access to youth-friendly, innovative, culturally-appropriate and best practice mental health services. We are honoured to govern headspace as a world-leading organisation in youth mental health; a role we are privileged to hold.

Lisa Paul, AO PSM

Board Chair, headspace

headspace since inception

2,957,402

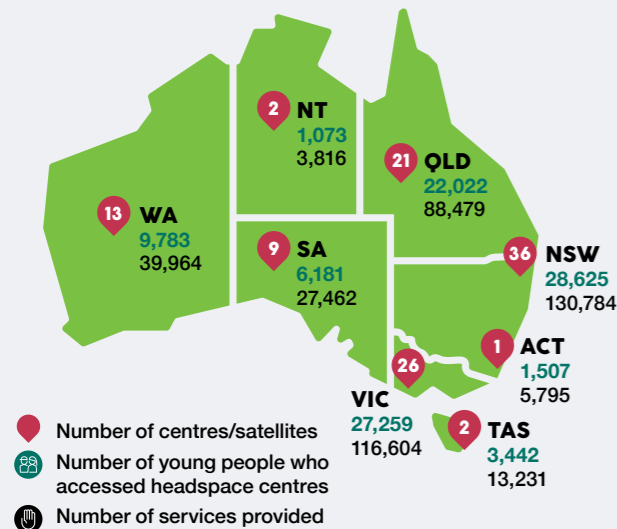
services have been provided to young people through centres, online and phone services.

524,800

young people have accessed support through centres, online and phone services.

headspace centres 2018-2019

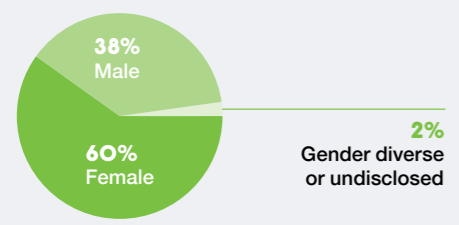
There are 110 centres across Australia in metro, regional and rural areas. We also have a number of satellite, outpost and outreach services.



99,892 young people accessed headspace centres

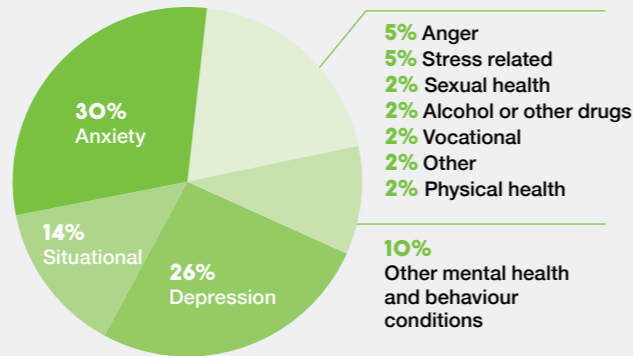
426,135 services provided to young people

Gender

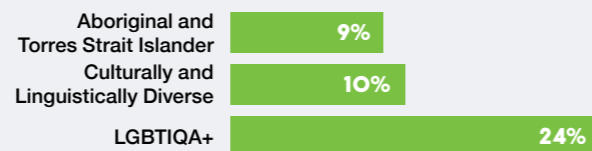


NB: Above data reflective of services formally announced and open as at 30 June 2019

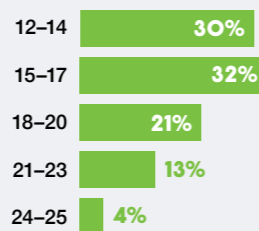
Main issues



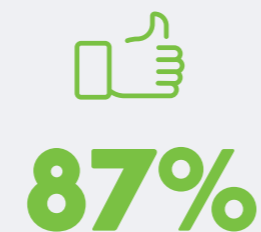
Priority groups



Age



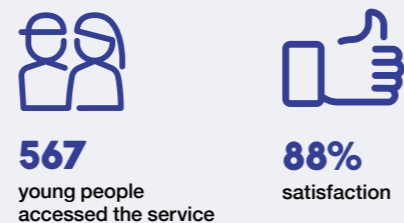
Satisfaction



headspace Schools 2018-19

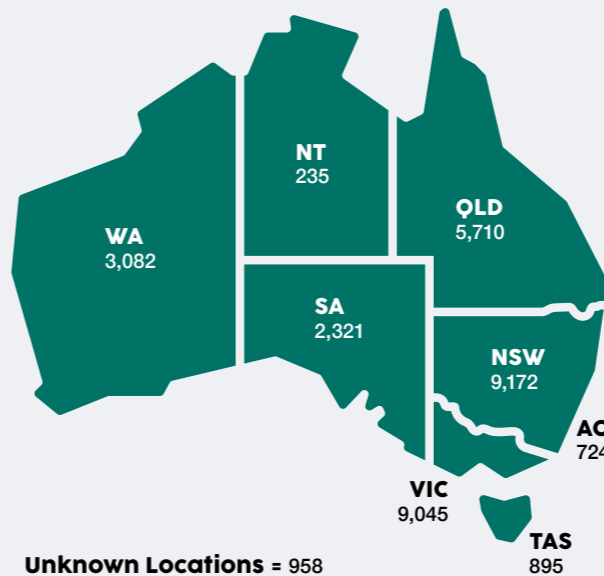


headspace Work and Study 2018-19



eheadspace 2018-2019

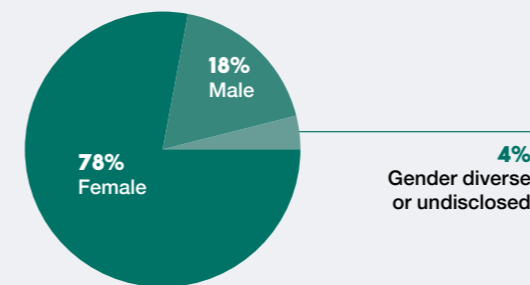
Number of young people accessing eheadspace



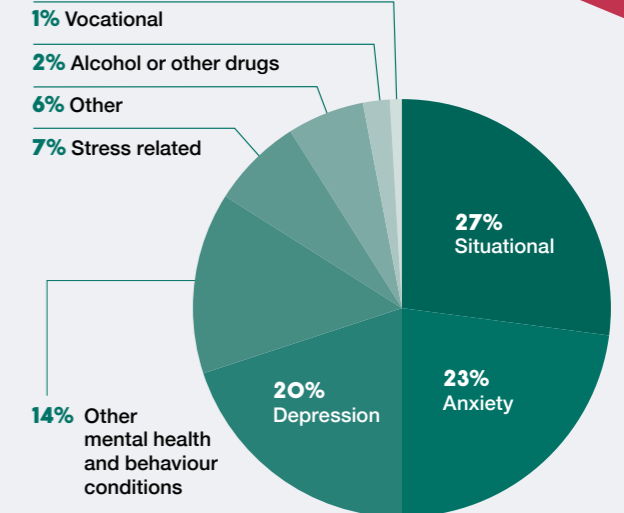
32,142 young people accessed online and phone counselling

82,722 services provided to young people

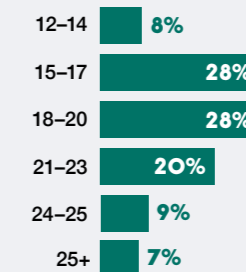
Gender



Main issues



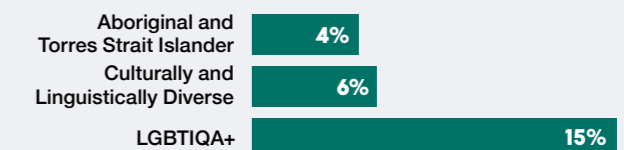
Age



Satisfaction



Priority groups



Career mentoring with work and study



headspace Early Psychosis 2018-19



about headspace

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 12 – 25 year olds. Since 2006, headspace has provided nearly three million services and supported more than half a million young Australians to strengthen their wellbeing and manage their mental health. In 2018 – 2019 alone, headspace supported over 130,000 young people.

The headspace model understands that adolescence and early adulthood is a critical time in a person's life. Research highlights that more than 75 per cent of mental health disorders begin before the age of 25. headspace provides a holistic approach to supporting young people early in life through four core areas: mental health, physical (including sexual) health, work and study support, and alcohol and other drug services.

headspace centre network

A national network of 110 headspace centres operates across metropolitan, regional and rural areas of Australia, along with a range of satellites, outreach and support.

eheadspace

eheadspace is our online and phone counselling service and is available for young people seven days a week. eheadspace supports young people who are not able to access a headspace centre or would prefer to get help online. Providing a secure and anonymous place to talk to a professional means many young people who wouldn't ordinarily seek help at a face-to-face service are getting the help they need.

headspace Telehealth

headspace Telehealth provides 12 – 25 year olds, 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.



110
headspace centres

headspace Work and Study

headspace vocational programs offers free and confidential support for young people needing help with work and study, career mentoring with industry professionals and Individual Placement Support, which integrates employment and vocational services with clinical mental health.

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 primary and secondary school service delivery partner for Be You, School Suicide Prevention Activities, School staff and Principal Mental Health and Wellbeing, and various programs, training and professional development packages.

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 National Centre of Excellence in Youth Mental Health, the program is delivered by select headspace centres and focuses on early intervention, providing young people and their families with timely access to specialist support.

james's story



James Bush, a member of our 2017 – 2019 headspace Youth National Reference Group (hY NRG), talks about when he started to question his sexuality.

"It was kind of hard talking about my sexuality with my family as I grew up in a small town and also because my family were quite conservative. I turned to my friends first and they really helped me figure everything out and gave me the courage to talk to my family.

"For a while, I struggled to watch some of my friends and family not know what to do or how to act around me. But I really believe that my family and I have become a lot stronger after I opened up about questioning my gender and when I said I wanted to begin transitioning.

"When people got my pronouns wrong, initially it hurt a lot, even if people didn't mean it, it made me feel sick in a way because that's just not who I was. Now, it's a lot better because I know that a lot of the time it's just honest mistakes.

"If there's one piece of advice that I could give other young people who might be going through something similar it's that you're not alone. There is always someone out there to support you whether it's your family, friends, someone online or someone in the LGBTIQ+ community – you've always got someone you can turn to and talk to."

Read more about our LGBTIQ+ campaign on page 37.



youth participation

Through youth participation, we recognise that young people are experts in their own lives and have the right to be actively engaged in developing solutions to the issues affecting them.

What is youth participation?

It's important that we engage people who use headspace services, and those around them, in decisions about headspace. Mounting evidence clearly indicates the widespread benefits of youth participation in mental health care: it enables organisations to remain relevant, deliver appropriate services, remain a trusted and respected provider and improve service provision to priority groups.

Youth participation helps us to shift the power imbalances that exist when working with young people, keeps us connected with those who already know about headspace, and helps us reach those young people who don't.

headspace Youth National Reference Group 2019 – 2020



Youth participation in practice

The headspace network is committed to providing young people with meaningful opportunities to participate in policy, governance, service and program design. All headspace centres engage young people in their work through youth reference groups, who provide feedback and advice. They're also involved in a range of activities, such as attending events, sitting on interview panels and facilitating presentations to students.

Meanwhile all staff at all levels of headspace National have a responsibility to make sure young people are meaningfully involved in decisions affecting them. In order to do this, headspace National employs a headspace Youth National Reference Group. The group represents each state and territory and work with headspace to ensure young people's voices and opinions remain front and centre. Through headspace National's youth participation activities this year, young people engaged in over 60 unique opportunities to have their say on headspace projects and services.

headspace Youth National Reference Group

In March 2019, the headspace Youth National Reference Group (hY NRG) 2017 – 2019 cohort came together for the final time at headspace National. Over their time they provided invaluable expertise and advice, as well as being strong advocates for headspace and youth mental health.

During their 18-month term they sat on working groups and committees, including the Clinical Quality and Governance Board Subcommittee. They also attended and facilitated workshops, joined a number of eheadspace Group Chats, and sat on five interview panels that recruited headspace National staff.

In May 2019, the newly appointed hY NRG 2019 – 2020 members came together in Melbourne for their first meeting. This group of young people from across Australia have already been busy providing their fresh perspectives and lived experience to inform our work.

They have already contributed by sitting on the headspace day working group, sharing their stories during the GP training workshops, hosting our Reconciliation Action Plan (RAP) launch, developing journey maps for how young people engage with headspace, and they're getting ready to host the 2020 headspace Forum.



erika's story

"I signed up to headspace Career Mentoring because I was unsure about what to do next in my work journey. I wanted to speak with someone who had experience and qualifications in my field of interest.

"Together we worked on my cover letter, resume writing, interview presentation and skills at work including expectation setting and report writing. My mentor helped me with my confidence – I have a stutter and she encouraged me to meet with an advertising executive who also has a stutter.

"My mentor was very encouraging and helped me to see things from a different perspective – more glass half full.

"Having worked with a mentor, I now feel more confident applying for work. It's the first time I've secured a job through applying and not through networking. Before this I'd always relied on networking as I was doubtful of my actual abilities.

"This is the first time I've passed probation. The advice my mentor gave me was actual industry experience and I liked that we met regularly on a structured basis."

Read more about headspace Career Mentoring on page 27.

Board Youth Advisors

In late 2018, outgoing headspace National Board Chair, Ian Marshman, appointed two young people to be Youth Advisors to the Board.

Amelia Walters and Jarrad Hickmott, both former hY NRG members, have since brought their perspectives and insights to the Board, and will continue to provide meaningful contributions going forward. Recognising the time it takes to fully understand and participate in Board activities, their tenure has been extended to three years.

headspace internships

In 2018 – 2019 the headspace Interns program offered four project-based internships across a variety of departments at headspace National. Interns worked in cultural practice, data strategy and governance, information technology, and online peer support.



Jarrad Hickmott and Amelia Walters – headspace Board Youth Advisors



Peer Support project

Last year, thanks to recommendations from hY NRG and the 2018 headspace Forum, we kicked off a new project aiming to better equip centres to develop and deliver peer support programs.

Due to continue into 2020, the project is exploring existing youth mental health peer support models in headspace centres and across the sector. Involving ongoing participation of young people, headspace staff and centres, and subject matter experts, this work will result in an evidence-based, youth peer support framework, guidelines and information resources that can be implemented across the headspace network.

"I love how I actually got my own project, and to see it end to end. It had an objective and wasn't like other internships where you come and just find work."

– Intern

australian youth advocates for mental health

In February 2019, 14 advocates from across the Australian youth mental health sector were recruited to lead a new youth participation initiative.

Funded by the Department of Health, and coordinated by headspace National, the 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 program also involves a targeted and community-informed approach for Aboriginal and Torres Strait Islander communities.

Co-designing a national initiative

The advocates bring a diverse range of experience in youth participation roles across the sector as well as their own lived experiences. They have been co-designing a national initiative that will help improve mental health and wellbeing of young Australians.

Throughout the co-design process, advocates identified key challenges and hosted community consultations with over 140 young Australians, including at two youth suicide prevention forums held in the East and West Kimberley.



Advocates in action

The advocates also had the opportunity to workshop their ideas with the guidance of leading youth suicide prevention and mental health researchers. They brought together these perspectives, alongside their own lived experiences and those of their communities, to identify unmet needs in the youth mental health space.

With an agreed focus on storytelling, wellbeing, community engagement and capacity building, the advocates will be working into the next 12 months to design and deliver an initiative that addresses their learnings.

From inception through recruitment and co-design, the group has been guided by a cross-sector steering committee comprising representatives from Batyr, BeyondBlue, Black Dog Institute, Butterfly Foundation, Consumers Health Forum of Australia, Mind Australia, Orygen, ReachOut and SANE.



Advocates in action

“AYAMH has been an exciting opportunity to raise the profile of youth participation across the mental health sector. Collaborating with nine other national mental health organisations has enabled us to share knowledge and collaborate in ways that hasn't occurred before.”

– Dani Leever, Australian Youth Advocate for Mental Health

family and friends participation

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.

Family inclusive practice and family and friends participation are core aspects of the headspace approach. Over 2018 – 2019 we have reviewed the most effective way to involve family and friends. Increased effective participation in service development, delivery, evaluation and continuous improvement will ensure that headspace is better prepared to achieve positive outcomes with, and for, young people.

In addition to reviewing our approach, the current headspace National Family and Friends Reference Group have continued to support in a number of ways:

- Developing the Family & Friends Participation Strategy.
- Participating in headspace Group Chats.
- Being a part of the 2018 headspace Day campaign.
- Contributing to workshops to refresh the headspace brand.

- Being involved in the design and development of training workshops for Centre Managers and Clinical Leads.
- Sharing their lived experience at eating disorder training for headspace centre network GPs.
- Engaging in media interviews and sharing their stories.

ann's story



Ann Gallagher, a mum from the headspace Family and Friends Reference Group, experienced firsthand the impacts of cyberbullying, and the challenges that young people, parents and schools have in responding to these experiences.

“My daughter was cyberbullied by a former friendship group at her school when she identified the relationships as unhealthy for her, and tried to amicably break away from them. The bullying took place in a number of online forums and platforms, and very quickly got out of hand.

“The cyberbullying had a significant impact on my daughter's mental health and her ability to attend school. We had to work really hard for months with the school and police to find an outcome that kept her safe and enabled her time and space to recover.

“Fortunately, my daughter opened up to me about the experience quite early on so I could be there for her and work with the school to try and help, but I know this isn't always the case. I would encourage parents to be aware of what goes on so they can be there for their kids.”

cultural practice and diversity

We are committed to improving the cultural responsiveness and safety of our services and programs. We continue to seek input from and listen to the perspectives of Aboriginal and Torres Strait Islander young people, communities and our workforce to ensure this is embedded.

Aboriginal and Torres Strait Islander workforce engagement

The team at headspace National coordinates the national network of Aboriginal and Torres Strait Islander staff. The network continues to grow each year, with over 50 members employed in a range of roles; a significant jump from six in 2015.

In 2018, 27 members travelled to Melbourne for the annual Staff Network Workshop where they could engage and network with colleagues around the country and share stories and input into the strategic direction of programs and divisions of headspace National.

The headspace Aboriginal and Torres Strait Islander Youth Mental Health and Wellbeing Traineeship Program continued across headspace Darwin, Townsville and Broome. The program gave four Aboriginal and Torres Strait Islander young people paid employment, support and on-the-job experience working in a youth engagement capacity, while also undertaking a Certificate IV in Mental Health.

Read about our partners' support of the traineeship program on page 39.

Aboriginal and Torres Strait Islander wellbeing and participation

We continued to engage with Aboriginal and Torres Strait Islander young people to ensure their voices and perspectives are incorporated into key headspace initiatives.

Across our new hY NRG group and the Australian Youth Advocates for Mental Health (AYAMH), we have eight Aboriginal and Torres Strait Islander young people.

You can read more about hY NRG and AYAMH on pages 14 and 16.

We are in the process of appointing a National Aboriginal and Torres Strait Islander Advisory Group, which will include representation from the headspace network, industry professionals, young people, Elders and natural helpers to help inform future headspace initiatives.

headspace has also been involved in a number of meetings across the Aboriginal and Torres Strait Islander mental health and suicide prevention sector to discuss priorities for Aboriginal and Torres Strait Islander youth empowerment and wellbeing.

We will commence the co-design, development and implementation of a campaign for Aboriginal and Torres Strait Islander young people and communities, focusing on reducing stigma and encouraging help-seeking behaviour.

“The cup stays full when you are able to be around other mob, like being around family.”

– Aboriginal and Torres Strait Islander Staff Network Workshop attendee

bianca's story



Bianca Graham, a Yawuru Karajarri woman from Broome, shares her experience of being an Indigenous woman and a member of the 2019 – 2020 headspace Youth National Reference Group (hY NRG).

“As an Indigenous person, I am honoured to be on the headspace Youth National Reference Group, to give a voice to other Indigenous people but also to be recognised as a young Indigenous person on a national mental health group.

“A lot of time Indigenous people are misinterpreted or misrepresented, so I think it's important to have not only my voice, but other Indigenous young people be a part of community and national groups.

“Personally, I'm a really strong believer of making mental health services aware of cultural appropriateness. I also want to remove that stigma around Indigenous mental health and especially Indigenous men's mental health. I want to do all this to show other young Indigenous people that we deserve and we have every right to be at the seat of those tables on a national and a community level.”

Reconciliation Action Plan

In June 2019, headspace launched our Innovate Reconciliation Action Plan (RAP), which affirms our commitment to reconciliation.

The plan outlines concrete actions to develop further relationships, founded in respect, with Aboriginal and Torres Strait Islander peoples and creates opportunities to deepen our understanding of Aboriginal and Torres Strait Islander cultures, engage staff in reconciliation, and cement headspace as a culturally and safe employer for Australia's First People.

Check out the incredible artwork created for the headspace RAP by Josh Muir – a proud Yorta Yorta/Gunditjmara man on the inside cover.

In particular, we understand the importance of self-determination and actively seek the voices and perspectives of Aboriginal and Torres Strait Islander peoples. In our day-to-day work, this occurs through engagement with our Cultural Practice and Diversity team, staff and our amazing reference groups. Without these voices, headspace cannot address the diverse needs of Australia's First Peoples, and we acknowledge their important and significant input into our operations to date.

Our vision for reconciliation is an equitable Australia where the 60,000 year old cultures and continuing connection to Country of Aboriginal and Torres Strait Islander peoples are respected and celebrated.

This future Australia is united by the understanding of our shared past, upholds the rights of Aboriginal and Torres Strait Islander peoples, and embraces self-determination and diversity.

Our need to hear these voices goes far beyond our organisational operations, they go to the heart of what it means to be Australian. It is through a shared understanding of the past that we can build a fairer and more equitable future.

Through our RAP, we commit our organisation and our people to listen more, to learn more, and to grow more. Since its beginnings 12 years ago, we have achieved a great deal, but in many ways, our journey has just begun.

Launching our Reconciliation Action Plan



headspace centre network

headspace centres are an important part of the broader headspace platform. Our continued engagement across the entire headspace partnership model, comprising centres, PHNs, lead agencies and consortia, is pivotal to addressing key challenges that centres are facing, such as increasing wait times and young people presenting with complexity.

We finished the 2018 – 2019 year with 110 sites, with an additional 40 planned by June 2020.

Expansion of the centre network

2018 – 2019 saw the establishment of 14 new headspace services, including one outreach trial, three satellites, four outposts and six centres:

1. Outposts from headspace Tamworth in Armadale, Gunnedah, Moree and Narrabri
2. Satellites in Gympie from headspace Maroochydore, Portland from headspace Warrnambool, Lithgow from headspace Bathurst
3. The establishment of the headspace Pilbara outreach innovation trial in regional Western Australia
4. Centres in Victoria – Melton and Wonthaggi
5. Centre in Western Australia – Mandurah
6. Centre in Northern Territory – Katherine
7. Centre in New South Wales – Bega
8. Centre in South Australia – Whyalla

This is the ninth round of headspace services to be opened since headspace was established.

Pilbara outreach trial

Opened in April 2018, with funding until June 2020, the headspace Pilbara service is an innovation trial delivering headspace-type services in Karratha, Port Hedland and Newman. It focuses on how the service meets the needs of Aboriginal and Torres Strait Islander young people and families living in the region.

The trial is being delivered by Lead Agency Anglicare WA, with input from a steering group with representatives from the Western Australian Primary Health Alliance, headspace National, Anglicare WA, an independent consortium Chair and headspace Pilbara employees.

Unlike all other headspace services the Pilbara service does not have a centre, and employees deliver all services in schools, youth environments, on country and wherever young people feel comfortable.

“It’s great to see not only young people but community members of all ages welcoming headspace. We’ve already been able to support lots of young people.”

– Cate Chaiyot, Centre Manager, Wonthaggi

14

new headspace
services in 2019



headspace Pilbara opening

Stakeholder engagement of the headspace network

One of our key strategic priorities is having a headspace network that is connected, engaged and feels part of headspace.

Over 2018 – 2019 we rolled out a new stakeholder engagement approach that allowed us to help centres deliver services and build on the skills and knowledge that lead agencies, PHNs and consortia bring to support their centres.

“It was really useful to engage with other centre managers and clinical leads to hear stories and gain knowledge. And also to get to know so many staff from headspace National.”

– Centre Manager and Clinical Leads Workshop attendee

The headspace network is diverse with differing needs and expectations, which means tailored engagement is required.

In developing our engagement approach, we consulted extensively and received over 1,000 inputs from the network. In response to this feedback, we have invested significantly in communications and face-to-face engagement across 2018 – 2019 and continuing into 2019 – 2020.

Engagement activities

A key part of this work is delivering a comprehensive program of face-to-face engagement activities for our various stakeholders. This year we hosted workshops for state-based centre managers and clinical leads, GPs and the Aboriginal and Torres Strait Islander staff network, with plans to host a workshop for community awareness officers in late 2019.

We have also introduced specific targeted stakeholder communications, started upgrades to our intranet, and will focus on IT and technology solutions for online collaboration next year. The 2020 headspace Forum will provide further opportunities for engaging our centre network and facilitating peer-to-peer collaboration.

Network partner engagement

This year, we have focused on developing and strengthening our relationships with key network partners, including PHNs, lead agencies and consortium chairs. These partners are integral to the success of the network as we continue to work with them through the commissioning and establishment processes of new centres and satellite services.

We invited representatives from PHNs and lead agencies to engage in a range of new projects and events, including attending our state-based stakeholder engagement workshops. We have been working to create additional spaces where they can share knowledge, expertise and connect to, and learn from, other headspace network partners.

Enhancing Mental Health Support in Schools

Our partnership with the Victorian Government on the Enhancing Mental Health Support in Schools Initiative continued throughout the year. This initiative provides enhanced mental health services to young people in Victorian school communities through a regional phone service and headspace centres. This regional phone service is commissioned by headspace National, while the Victorian Primary Health Network Alliance commissions headspace centres to provide these services.



headspace Melton centre opening

Centre demand

Long wait times are a major barrier to help-seeking for young people and their families. With young people seeking help at an unprecedented rate and with rising levels of complexity and acuity, we're aware that headspace centres are experiencing major challenges in meeting the demand for services and that wait times are growing.

We surveyed headspace centre managers in late 2018 to better understand the frontline view of the level of demand and the key factors that were perceived to affect wait times at centres.

We identified six key actions that would make a difference and help headspace centres to meet the growing demand for their service:

1. Increase clinical workforce capacity
2. Relocation to larger facilities or expansions of existing facilities
3. Investment in headspace digital and technology platforms
4. Augmenting the existing headspace platform to provide better care for young people with more severe and complex conditions
5. Longer term contracts for PHNs
6. Implement quality improvement initiatives.

We acknowledge the urgent need to address the wait times and unmet need of young people seeking to access mental health services in Australia. We are working with the Government regarding additional funding support and we are collaborating with centres to identify and implement a range of strategies to ensure young people are supported while waiting for services.

headspace Model Integrity Framework

The headspace Model Integrity Framework (hMIF) ensures that centres maintain the core aspects of the headspace model while allowing flexibility to innovate and provide service responses for local issues.

During 2018 – 2019, we continued to assess and work with headspace centres, supporting their certification for the model.

We reviewed the hMIF implementation, identifying what worked and what could be improved, by seeking input from centres, lead agencies, PHNs, hMIF peer assessors, and headspace National.

Using this feedback, we have been developing the next version of hMIF which we aim to launch in 2020.

hAPI 2 development and launch

hAPI is the software we use to capture data about the young people we support, and range of the services we're providing.

A year ago we announced that a redeveloped hAPI was on its way.

Firstly we undertook extensive consultation with centre managers, clinical leads, lead agency representatives and headspace Youth National Reference Group (hY NRG) members. We then moved into ongoing consultation about a revised Minimum Data Set (MDS): the essential questions that inform the backbone of headspace reporting.

Significant iterative system development delivered a flexible and highly configurable platform ready to meet future headspace needs. To make sure all centres were ready for the launch, 250 champions were engaged across the centre network, and the training team rolled out numerous virtual and face-to-face training workshops.

hAPI 2 successfully launched in July 2019.

“From start to finish, the hAPI 2 project's success was a collaborative effort of valued network stakeholders and headspace National.”

– Anna Hall, Executive Director, Digital and Technology Services



headspace Adelaide centre

headspace Adelaide

headspace Services Limited a wholly owned subsidiary of headspace National operated as Lead Agency for headspace Adelaide for a final year, providing quality care to young people in the state. From July 1, Sonder took over as Lead Agency, continuing to provide quality care to young people in Adelaide.

It was a busy year as the centre continued to deliver the headspace Early Psychosis (formerly headspace Youth Early Psychosis Program) in addition to the four core streams of the headspace model.

In 2018 – 2019 the primary care program provided services to 850 young people and delivered over 3,433 occasions of service. Additionally, the Early Psychosis Program also provided services to 451 young people, delivering over 37,143 direct and indirect services.

Highlights from the centre from 2018 – 2019

- Recruited and hosted two Aboriginal and Torres Strait Islander community engagement trainees for 12 month placements
- Expanded the Youth Ambassador program into in-house activities, including client 'Meet and Greet's'
- Released Season Two of headspace Sessions Podcast (Adelaide), gaining 3,500 listens
- The headspace Early Psychosis achieved superior fidelity against the Orygen early psychosis model
- Supported the launch of the national men's campaign – headcoach – locally, including our #piesforguys activity in Rundle Mall, and engaged 200 people in various sports activities to gain a free pie
- Supported Osher Günsberg to share his personal stories of psychosis, mental health, and wellbeing as part of his book launch in Adelaide
- Arranged for local landmarks – Adelaide Oval, Adelaide Town Hall and Victoria Square – to be lit green as part of headspace day
- Won the National Live Music Award for All Ages Achievement SA, alongside consortium partner Music SA, for the 'Eat Your Greens' music festival.

eheadspace

During 2018–2019 eheadspace provided support to over 32,000 people. To expand the opportunities for young people and families to engage with great resources, we started implementation of some major changes to our online stepped care approach.

No wrong door

The range of resources available across the website complements the support our clinical team provides every day. Requests for support from eheadspace continues to grow and frequently occurs in a background of high acuity, risk and complexity. Regardless, our team is committed to providing the best quality support possible with a 'no wrong door' approach for everyone.

A single website

The most significant development was to integrate eheadspace into the one headspace website. This means people can simply come to headspace.org.au to find information, resources and access to dedicated support, such as eheadspace and headspace Work and Study.

Interactive content – Decks and Spaces

We have also increased the range of options to engage with. 'Decks' provides interactive self-guided content for young people to actively reflect on their needs, engage in skill building and set meaningful goals. Much of the content is based on Orygen's Brief Interventions In Youth Mental Health Toolkit, which is clinically valid, solutions-focused, and concludes with recommended resources for further reading.

Personal 'spaces' gives people their own private 'space' on our website, which they can fill with resources that they identify as helpful. It's available 24/7 so users can access information whenever they need and tailor it to reflect their own mood and style.

Try out personal spaces at headspace.org.au/eheadspace/spaces/personal/setup

In addition, eheadspace provided 32 Group Chat online sessions, which are regular hourly sessions specifically for young people, and friends and family, to speak anonymously with our mental health professionals about topical items and learn from others too. We have some exciting plans to expand our online community activities in the near future.

Decks in action



headspace telehealth

headspace Telehealth provides young people in regional and rural areas with access to highly-skilled psychiatrists via video consultations. Since 2015, the telepsychiatry service has given access to highly-skilled psychiatrists for bulk-billed assessment, diagnostic and management advice.

Upskilling staff

headspace Telehealth also builds the expertise of local health services by providing access to a psychiatrist for tailored support – including case review, thematic review (e.g. treatment of anxiety disorders), clinical review or supervision and webinars.

During 2018/2019, headspace Telehealth partnered with Country South Australia PHN and Northern Territory PHN to provide 40 sessions to help people in their local community access a psychiatrist and upskill their staff.

Individuals or small groups can access this service on a short-term or ongoing basis and the session is led by the psychiatrist, based on the nature of their request and the psychiatrist's scope of expertise.

It supports PHNs, headspace centres and participating agencies local needs' by reducing mental health gaps in regional or rural

communities by overcoming barriers that may be preventing people from accessing a psychiatrist, due to cost or lack of service available.

An exciting initiative is the introduction of webinars on specific subjects where up to five sites can participate with a psychiatrist on a specific topics, such as anxiety and depression, medications used in psychiatry to assist young people, or the treatment for alcohol and other drugs. This helps to upskill staff by discussing themes or issues that they're regularly seeing in young people.



“This partnership has helped us expand our reach of delivering psychiatry consults to rural and remote communities.”

– Tania Manser from Country SA PHN

Making mental health care history

This year, we conducted our first ever three-way “face-to-face” video consultation, connecting a patient living in remote South Australia, a psychiatrist in New South Wales, and a Royal Flying Doctor Service mental health nurse located in Port Augusta.

The patient was experiencing debilitating back pain and depression, requiring a psychiatric assessment in support of their complex mental and physical health needs. However, living remotely in South Australia, the closest public face-to-face psychiatry was an 18-hour round trip, requiring an overnight stay and costing a great deal.

But with the three-way consultation, the patient was able to receive a timely psychiatric assessment within weeks of initial referral at no cost, while still being able to continue their mental health care in the community.

headspace work and study

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

Linking work, study and youth mental health

More than one in four young people between the ages of 17 – 25 visiting headspace centres are disengaged from both employment and education.

In 2018 that was more than 9,000 young people. Our clinical services in headspace centres and eheadspace offer a safe and unique entry point that provides an opportunity to engage young people in employment and educational support.

Individual Placement and Support

Individual Placement and Support (IPS) integrates employment and vocational services with clinical mental health. 14 headspace centres have participated in an initial trial of the model in centres, with the Department of Social Services investing \$17 million for a two-year extension that will also see the program rolled out to a further 10 headspace centres.

headspace Work and Study

The headspace Work and Study service (formerly Digital Work and Study Service), which provides employment and study support for young people aged 15 – 25 through a digital platform including phone, webchat and video conferencing, has also received \$2.4 million to continue the service until mid-2021. In operation for three years, we recently celebrated supporting our 1000th young person.

headspace Work and Study is ideally suited to young people that are either socially or regionally isolated or don't have access to a headspace centre vocational program.

headspace Career Mentoring

The newest vocational offering, the headspace Career Mentoring service, which matches young people aged 17 – 25 with an industry mentor from our corporate partners, has celebrated reaching the end of its pilot. The service will continue, with 60 per cent of young people in the pilot evaluation gaining a job outcome during their time in the service. We look forward to further integrating the knowledge and work of our mentoring partners to help headspace young people with their work goals.

Recognising the importance of education and employment support through headspace, the government injected \$19.4 million into our vocational programs. This is the biggest investment ever received for vocational programs and is a reflection of the great work of headspace to create an integrated clinical and vocational model.



headspace schools

headspace Schools has supported, engaged and partnered 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.

In 2018/19, our national workforce delivered a number of key initiatives tailored to support the mental health and wellbeing of school communities.

Be You

A national initiative led by Beyond Blue, headspace is a service delivery partner for the program alongside Early Childhood Australia, to support every child, young person and educator to achieve their best possible mental health.

Be You provides a fresh integrated whole school approach to mental health literacy and supports schools to educate in a early childhood setting, building on existing evidence-based tools and resources, as well as continuing the previous work of KidsMatter, MindMatters and the headspace suicide postvention service.

Since its launch in November 2018, we have worked with over 6,000 primary and secondary school communities across Australia to implement the Be You framework. As part of this, headspace has delivered postvention in response to more than 450 suicide deaths and suicide attempts.

Schools Suicide Prevention Activities

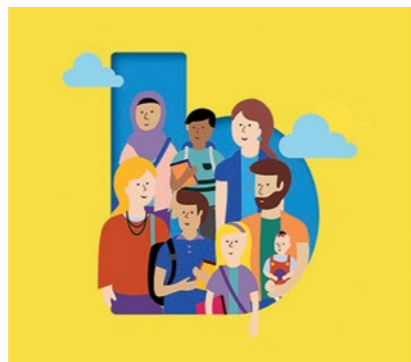
We recognise the important role schools play in communities by supporting the mental health and wellbeing needs of young people.

This suicide prevention program delivered over 900 sessions to more than 36,000 secondary school students and their parents in rural, regional and remote communities. Sessions focused on building their capacity to respond to emerging mental health risks and where to seek help.

“When the team presented to the class, one girl left the room. Afterwards, I checked in and she said that all the things you spoke of described her. The following day we talked about some of the behaviours and signs she could recognise when she was feeling overwhelmed, and about the different areas of her life, strategies and self-care. I’ll continue to see her weekly and will be able to use this method with any students as needed.”

– Secondary School Wellbeing Coordinator

Be You



“The service is a good introduction to this topic and a timely reminder to be proactive about self-care for mental health. Thank you!”

– Workshop attendee

Principal Coaching and Support Service

This initiative has supported 2,828 school principals and leaders across Queensland in the provision of mental health and wellbeing support services for individuals and teams. It equips them with the tools and strategies to support themselves, their staff and the wider school community in response to stressful times.

Enhancing Mental Health Support in Schools

School staff play a vital role in identifying and understanding mental health risks early to support their students. Through the delivery of SAFEMinds in Practice, and the Suicide Risk Continuum Training, over 1,550 Victorian educators and wellbeing staff have been trained to effectively intervene and support at risk and vulnerable school students.



headspace Schools created a bespoke workshop for a flexible learning school in Toowoomba Queensland, who cater for young people, of whom many are Indigenous, and have disengaged from school for various reasons, including trauma and complex mental health needs.

“There was a lot of social anxiety at our school, but once the session started the students interacted pretty quickly and were able to reflect on their wellbeing and things that they could do to keep strong.

Having a strong cultural identity came up frequently, and the headspace Yarn Safe resources were introduced, which we hadn’t seen before. Now we have them, we’ll continue to refer to them in the future.”

– Secondary school teacher

headspace early psychosis

There are 14 early psychosis sites across Australia, based in South Australia, Victoria, Northern Territory, New South Wales, Western Australia and Queensland. Each is integrated into an existing headspace centre.

The headspace Early Psychosis program supports young people experiencing, or at risk of developing psychosis.

Psychosis treatment requires a holistic approach. The headspace Early Psychosis program supports young people in every aspect of their lives, including education, employment and relationships.

In 2018 – 2019, we helped 3,077 young people, with 295,539 occasions of care. We also rebranded the program from the name Youth Early Psychosis Programs to headspace Early Psychosis.

We also contributed important data to the development of hAPI 2 to support its development. See page 22 for more information on this project.



ashleigh thornton

youth engagement coordinator
headspace bentleigh



niharika's story

Niharika Hiremath, was a member of our 2017 – 2019 headspace Youth National Reference Group (hY NRG), who has since been appointed as a commissioner to the National Mental Health Commission.

"I provide advice to Government on ways to continuously improve youth mental health and suicide prevention. I also help the Commission with input and translating the outcomes of the Productivity Commission's Inquiry into Mental Health, and advise on the delivery of the Government's youth mental health and suicide prevention plan.

"I really want to give back to organisations like headspace. While I'm in this position, I want young people to know that having open and honest conversations about mental health is ok. It's the right path for reducing stigma and help seeking."

Read more about hY NRG on page 14.



thought leadership

At headspace, in addition to being youth-centric and working in partnership across the industry, we also aspire to be a thought leader in youth mental health.

In the past year, a number of important inquiries and reviews have been established to investigate mental health. These present a once-in-a-generation opportunity for mental health reform across the country, and headspace has taken up these opportunities to make a strong argument for early intervention and youth mental health.

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

The Productivity Commission is exploring the social and economic costs of mental health in Australia.

headspace partnered with Orygen, the National Centre of Excellence

in Youth Mental Health, to make the case that the mental health of Australia's young people is key to the nation's productivity and economic success.

Our joint submission makes 17 recommendations aimed at improving young people's mental health, supporting social and economic participation, and enhancing productivity and economic growth.

Following our submission, we have continued to engage and advocate to the Productivity Commission about the importance of expanding youth mental health investment for Australia to reach its economic potential, and hope to influence the Productivity Commission's Draft Report in October 2019 and Final Report to Government in May 2020.

The Royal Commission into Victoria's Mental Health System

The Royal Commission into Victoria's Mental Health System (the Royal Commission) is the first of its kind in Australia and has the potential to provide a watershed for future state reviews into mental health systems across the country.

The Victorian Government has committed to implementing all of the Royal Commission's recommendations, and this is an important opportunity for mental health reform in Victoria – and also for mental health across Australia more broadly.

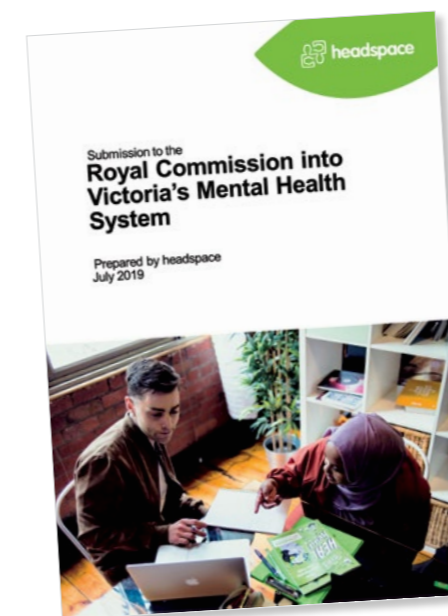
A series of community consultations were held across metropolitan and regional Victoria where headspace national and centre employees shared their experiences of youth mental health.

We also drew on the expertise of young people, families and friends, and headspace centres to develop a headspace submission to the Royal Commission. This highlights the critical unmet mental health needs of young Victorians, and therefore the need for targeted investment in, and expansion of, the existing headspace platform. The Royal Commission will deliver an Interim Report in November 2019 and Final Report in October 2020.

Medicare Benefits Schedule

The Department of Health has commenced a Medicare Benefits Schedule (MBS) Review, which is another key opportunity for headspace to advocate for appropriate (MBS-related) youth mental health investment. We sought feedback from centres, young people, and families and friends, and responded to reports from five committees and reference groups.

The headspace model is an example of mental health reform in action, and we will continue to respond to opportunities to advocate for any youth mental health reform building off the back of the existing headspace platform.



international partnerships

From Iceland to America, supporting young people to achieve good mental health continues to be a shared goal with our international partners.

Canada and the Netherlands

We hosted colleagues from youth mental health service, The Foundry in Canada and @ease in the Netherlands. Dr Steve Mathias Executive Director of The Foundry shared experiences with the team in a number of areas and opened a dialogue on our respective organisations work in supporting First Nation Peoples and peer worker initiatives. Meanwhile Wico Mulder, who is connected to Maastricht University @ease initiative, visited headspace Schools and headspace Bondi and Mount Druitt.

Iceland

Across the globe in Iceland, we had discussions with mental health sector representatives, including the Ministry of Welfare, Directorate of Health and Icelandic Mental Health Alliance, to offer advice and support in their endeavours to develop a national youth mental health model.

United States of America

As the year progressed we were delighted to see the launch of a new youth mental health service, allcove from our partners at Stanford University in California, USA. allcove is the first of its kind in the States and will bring a network of integrated youth mental health centres designed by, and for, young people.

We're proud to have been involved in supporting our colleagues at allcove and are excited to see the first centres open.



Foundry website

Website of the new allcove youth mental health service

clinical practice

Clinical practices 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 and risk systems and clinical practice systems through frameworks, capabilities and tools.

Tuning in to Teens

As part of our commitment to family inclusive practice and providing a range of support options to family and friends, this year we piloted the Tuning in to Teens program in Victorian headspace centres.

The six-week group parenting program is designed to work with parents to learn the skills of emotion coaching, which has been shown to lead to reduced adolescent internalising and externalising of problems.

Parents are taught strategies for understanding and managing their own emotions, 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 on a young person's emotions, thoughts and behaviours.

16 headspace centres delivered the program to 141 parents and carers, and it was extremely well received, with all participants indicating that they were satisfied and willing to recommend the program to other parents.

Program participation was high with an attendance rate of 70.9 per cent from the first to the last session. Almost all aspects of the program were rated highly, with parents and carers strongly agreeing that the program was well-taught and relevant.

Due to positive feedback, we're in the process of working towards a national rollout of this program.

"You've got tools you can use straight away. There were things that would speak to you clearly and you'd think 'I'd practice that this week'. At home, you need healthy parents that are coping, validated, educated to a degree and can understand what's going on, because we're the ones continuing what our young people get an hour or two at headspace. I can't imagine not having this program."

– Anita, a parent and Tuning in to Teen participant

Education and training

headspace National supports the education and training of the headspace workforce across the centre network. This year we launched 'introduction to your role' programs for nine key roles in headspace centres, which featured panel discussions with current headspace centre staff.

We completed an online orientation to headspace Early Psychosis for new staff in Early Psychosis centres and an eheadspace online orientation introducing clinicians to systems and skills required to deliver clinical services online.

We also launched the third of three online active learning modules, bringing our learning modules up to 18 hours of online training for general practitioners and allied health professionals. The courses, which are free, accredited and attract CPD points, outline best practice and were developed in collaboration with an expert reference group.

Building mental health literacy where young people are

The new Consultation and Training Program (CTP) offers training to organisations closely connected to young people to improve mental health literacy and upskill them on how to work with young people in their communities.

Businesses and non-profit have access to psycho-education packages and consultation to assist in the development of supportive materials for staff and customers. The program has been accessed by corporate partners and other diverse organisations in sectors such as sports, retail, education and energy management to upskill team members and improve mental health literacy in the places where young people are.

evaluation and research

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.

During 2018 – 2019 we continued to evaluate headspace programs and services to measure their activity and effectiveness, guide continuous quality improvement and contribute to the current evidence about early intervention in the youth mental health field.

Evaluating the centre network

Across the centre network we:

- Undertook a major review of the data items we collect from young people and staff for hAPI 2. Read more about hAPI 2 on page 22.
- Examined centre demand and factors impacting on wait times, which enabled advocacy for more centre funding. Read more about this on page 22.



- Asked over 52,000 young people and almost 3,000 families how satisfied they were with headspace: 87 per cent of young people and 93 per cent of families were satisfied.
- Continued to explore clinical outcomes for young people.
 - 62 per cent of young people with depression and/or anxiety have a significant decrease in psychological distress, and/or increase in social and vocational functioning.
 - This increases to over 68 per cent for those who attend five or six sessions with a clinician.
 - We are now exploring the sustainability of these outcomes after young people leave the service.

Evaluating headspace services

We evaluated our other major services, including eheadspace (page 24), the headspace Early Psychosis program (page 30), headspace Work and Study and headspace Career Mentoring (page 27), and a range of smaller projects, including:

- Tuning into Teens pilot (page 33)
- School Suicide Prevention Activities initiative (page 28)
- headspace Aboriginal and Torres Strait Islander Mental Health Traineeship Program (page 18)
- headspace Interns program (page 15).

Our evaluation of headspace Work and Study found that 55 per cent of young people achieved positive work and study outcomes, with more sessions related to better outcomes. For young people who received at least 10 sessions, 72 per cent achieved positive work and study outcomes. Importantly, about half the young people not in education, employment or training (NEET) when they began, obtained a work or study placement during their time with the service.

Research projects

We've engaged in a wide range of research projects, including:

- Contributing to 6 Million Minds Research Fund applications
- A major National Health and Medical Research Council partnership grant with Orygen, the National Centre of Excellence in Youth Mental Health, to examine awareness of headspace and outcomes for headspace young people.
- Commissioning a nationally representative survey of young people aged 12 – 25, asking about their mental health and wellbeing. Of the 4,000 young people who took part, 32 per cent reported being highly or very highly psychologically distressed.
- Supporting a randomised controlled trial of an exercise program for young people with depression.
- Involvement in a review of alcohol and other drug programs.
- Understanding the need for clinical neuropsychological assessment in headspace services.
- Further development of the MyLifeTracker measure.
- Participation in the International Association of Youth Mental Health and Frayme global network for integrated 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 key articles on the core components of the headspace model, the levels of satisfaction with eheadspace, and the increasing awareness of headspace:

- Australia's innovation in youth mental health care: The headspace centre model. Early Intervention in Psychiatry, 2018. doi:10.1111/eip.12740.
- Young people's satisfaction with the online mental health service eheadspace: Development and implementation of a service satisfaction measure. JMIR Ment Health, 2018. doi:10.2196/12169
- Awareness of headspace youth mental health centres across Australian communities between 2008 and 2015. International Journal of Mental Health, 2019. doi: 10.1080/09638237.2019.1630718



brandon's story

One of Australia's leading professional esports players, Brandon Holland, joined us in our headcoach campaign to help educate young men on how to maintain a healthy headspace.

"A passion for gaming doesn't have to be at the exclusion of all other pastimes, interests and relationships. Professional gamers take their combined physical and mental wellbeing just as seriously as professional athletes. Like any hobby or interest, gaming should be treated as just one element of a balanced lifestyle.

"In order to sustain the mental alertness required to master the complex strategies behind many video games, it is critical for me to look after my physical and mental health. I prioritise sleep, exercise, healthy eating and positive relationships with family and friends in order to not only do my job, but enjoy a well-balanced, happy, healthy lifestyle and state-of-mind.

Read more about our headcoach campaign on page 37.



headspace brand, campaigns and engagement

The headspace brand is crucial in ensuring young people are aware of our service, encouraging help-seeking and reducing stigma.

Our brand awareness among young people, their family and friends is strong, with around 75 per cent prompted awareness. Through our brand activity, we want to ensure our brand continues to be the leading voice for youth mental health in Australia.

In April, as part of a three-year headspace brand strategy and in consultation with young people, we launched a refresh brand identity that's modern and reflects the young people we work with.

Belief in the power of youth

'Belief in the power of youth' is part of the DNA that the headspace network has built over the past 12 years. This idea is about balancing realism of what it's like to grow up and experience tough times with the optimism that things can get better.

Engaging content

We're actively developing new engaging content and articles for young people. With a strong focus on mental health, we also covered the challenges that our young people are facing every day. This digital content is also helping our headspace clinicians, providing them with resources that can be in an instant.

We will further adapt and innovate our efforts to better serve our current young people and those we're yet to meet.

Over the past year, we've created a range of community awareness media engagement campaigns to promote help-seeking and mental health literacy. These campaigns have been highly impactful in receiving widespread media coverage, positioning headspace as an expert in youth mental health and somewhere young people can go for support.

headspace day 2018

On Thursday 11 October 2018 we celebrated our third annual headspace day aimed at engaging young people to learn strategies to actively maintain their mental health as well as raise awareness about headspace.

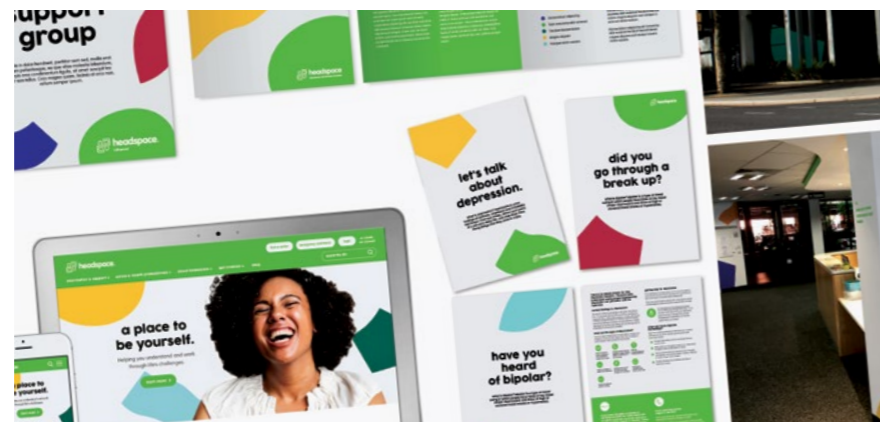
Our theme 'add a little colour to your day' used mindful colouring to engage young people in the seven tips for a healthy headspace.

More than one fifth of young Australians recalled seeing our headspace day campaign, with 74 per cent prompted to do something positive for their mental health after seeing it.



headspace day 2018

The refreshed headspace brand in action



Usman Khawaja in our headcoach campaign



Life isn't always glitter and rainbows

In February, we launched 'Life isn't always glitter and rainbows' supporting the mental health and wellbeing of LGBTQIA+ young people. Directly aiming to reducing barriers for young people who are at greater risk and less likely to seek help, we created a very personal content series, which sought to normalise the increased distress levels experienced by LGBTQIA+ young people.



A poster from the Life isn't always glitter and rainbows campaign

By young people, for young people, it featured three members of our headspace Youth National Reference Group (hY NRG) 17/19, who recounted their lived experiences of coming to terms with their gender and sexuality. It was powerful and, most importantly, real – precisely what young people have been wanting to see. After viewing the campaign on Instagram, one in five young people went on to explore more content on our website.

headcoach – young men's campaign

This campaign focused on young men, reminding them that mental health is just as important as physical health. We partnered with elite athletes from various sporting codes to help educate young men on the importance of taking care of their mental health and wellbeing.

The campaign was so successful that it was brought back for a second run in early 2019, where we lined up our ambassador content with the sporting calendar (AFL, NRL and cricket season) to give it currency and drive mass awareness.



Tom Boyd and Daniel Arzani share their tips for a healthy headspace

70%

Over 70 per cent of young men took action on their mental health as a result of seeing the second phase of the headcoach campaign

our partners

We are proud to work in partnership with so many great organisations. Our partners are our biggest supporters. They support our programs, campaigns, promotional activities and encourage their employees to give generously and volunteer.



Funlab

Since 2016, headspace has been Funlab's Charity of Choice, and many headspace centres are engaged with their local Funlab venues, and work together on local projects and fundraising, like trivia nights and bake sales.

Our partnership has also provided professional development to Funlab staff via headspace Career Mentoring, and they are one of our strongest advocates for the program. More information Career Mentoring can be found on page 27.

Funlab's second annual Day of Fun ran in September 2018, and raised \$106,744. During Day of Fun, all activities at their venues,

2018 Day of Fun



including brands such as Strike Bowling, Holey Moley Golf Club and SkyZone, were \$1, with proceeds donated to headspace.

"headspace is excited to be connected to Day of Fun. We want to encourage all Australians to get involved and focus on their mental health and wellbeing. Day of Fun enables people to connect with family and friends, engage in exercise and meet new people while having fun and supporting the vital work of headspace."

– Jason Trethowan, headspace CEO



National Rugby League

We continue to partner with the National Rugby League (NRL) on their State of Mind program. The program aims to reduce stigma around mental illness, stimulate help seeking behaviour, create positive discussion and connection in communities, and increase mental health literacy in their community.

The State of Mind education sessions are delivered to grassroots rugby league club officials and senior staff



NRL State of Mind program

by current and ex NRL players, and are clinically supported by headspace staff from local centres.

"The State of Mind event was awesome, and I felt Preston Campbell did a fantastic job integrating his personal story with tough subjects. The relaxed approach he had really went a long way in creating a comfortable atmosphere. I feel privileged to have been part of the event."

– Georgia Young, Community Development Officer at headspace Redcliffe

In 2018 – 2019, 114 State of Mind sessions were delivered across Queensland, New South Wales, Victoria, Northern Territory, South Australia and Western Australia, including sessions with the Aboriginal and Maori teams who played in the NRL Indigenous All Stars games.



Future Generation Australia

Philanthropic investment company Future Generation Australia supports the headspace Aboriginal and Torres Strait Islander Youth Mental Health and Wellbeing Traineeship Program along with the Northern Territory PHN. This program contributes to the development of sustainable Aboriginal and Torres Strait Islander young people mental health and wellbeing in regional and remote areas of Australia. The pilot program ran from headspace Darwin, and this year expanded into headspace Broome and Townsville.

"I try to engage with as many young people as possible to help promote headspace services. The aim is to reduce stigma and shame and encourage help seeking. Even though I have been working with young people for a short period of time I love it and I can see myself continuing for many years."

– Kara Farrell, the Youth Engagement Trainee at headspace Broome



Hays

Hays's 33 offices have continued to enthusiastically fundraise for headspace over the past year, donating more than \$100,000. Part of this included \$20,000 (sacrificing their own Christmas employee gifts) to support our Christmas Appeal, which supported headspace Career Mentoring.



headspace Aboriginal Youth Engagement Trainees



Jellis Craig Foundation

This year, Jellis Craig Foundation rolled out a Youth Mental Health Role Models program, funding the upskilling of youth reference group members from headspace Collingwood, Hawthorn and Bentleigh.

"Thanks to Jellis Craig, we've increased the cultural competency of our Youth Reference Group, as well as equipping them with necessary skills to care for those in the community with mental health conditions and speak out about their own experiences with mental health in a safe and constructive way in order to break down stigma."

– headspace Collingwood



Kmart

Kmart have continued to collect donations for headspace, through self-service checkouts across Queensland, Tasmania, Northern Territory, South Australia and Western Australia, raising \$100,000 in 2018.



Rest

Between 2013 and 2018, Rest sponsored the 'headspace Helpdesk' at Australia's largest music festival, Groovin the Moo, enabling us to provide support where young people are.



Viva Energy Australia

Partnering for the third year, Viva Energy continues to create learning opportunities, like youth mental health first aid, event and project management, accidental counsellor and cultural capacity, for young people across headspace centres and the headspace Youth National Reference Group.

Thank you to all our partners for their ongoing support of headspace and contribution supporting young Australians and their mental health.

new partners

This year, we welcomed five new partners to the headspace family.

By partnering with Chatime, The GIANTS, The Student Housing Company and Merchant Shoes, we will extend our headspace messaging to even greater numbers of young people. Our newest partnerships will allow us to support more culturally and linguistically diverse young people, young men, and secondary and university students. We thank our new partners for their support and look forward to our continued work together.



Chatime

Chatime is a national bubble tea franchise who's retail workforce and customer base is largely under the age of 25. Chatime has supported headspace in sharing our campaigns on their social media channels and in-store. headspace printed messaging on their drink lids to support the seven tips for a healthy headspace. This partnership allows headspace to engage with a wider range of young people right across Australia.



GIANTS

Australian Football League (AFL) club, the GIANTS, are committed to improving the mental health and wellbeing of young people. Our partnership with them means we can reach a diverse range of young people, and their family and friends in Greater Western Sydney.



Merchant

We are the first Australian charity partner of Merchant. They are donating \$5 from the sale of all their Deuce brand of shoes.



Student Housing

The Student Housing Company provides student accommodation here in Australia. By partnering with them, we'll be able to better support many more culturally and linguistically diverse young people.



Characters from League of Legends



Riot Games

This year, headspace formally went into partnership with Riot Games: the creators of the popular, multiplayer online battle arena video game, League of Legends.

With an audience of predominantly 16 – 24 year olds, this partnership allows headspace to engage and share mental health messaging and resources with a lot more young people. Riot Games have made a solid commitment to improving the mental health and wellbeing of their players and are passionate about supporting all young people in their mental health journey.

Daniel Ringland, Riot Games Oceania Manager said Oceania players identified mental health and wellbeing as an important focus for them.

"We have all had questions about mental health in our lives and we're on a mission to make sure players know that this is nothing to be ashamed of and that people are not alone. We are excited to be partnering with an organisation that supports young people with their mental health."

– Daniel Ringland, Riot Games Oceania Manager

mike's story

Mike Anderson, 2019 – 2020 headspace Youth National Reference Group (HY NRC) member, shares his experience of cyberbullying.

"When I left primary school, the easiest way to stay in touch was Facebook. Messaging my friends was a good way to keep the connection and stay up to date on how their life was going.

"My friend got into a relationship and I was super happy for her but her new boyfriend didn't like that we still kept in touch and he began threatening me on social media.

"I genuinely felt scared and was made to feel like I was doing something wrong, but I knew I wasn't, I simply just wanted to talk to my friend.

"Unfortunately, I didn't really reach out for any support at the time, other than to mention it to my friends. I feel I probably should have reached out to my parents or a trusted adult, and kind of wished I did. If I had, maybe the online threats would have stopped and caused me less anxiety."

Read more about HY NRC on page 15.



our supporters

In 2018–2019, our headspace heroes helped us raise over \$1.4 million. We recognise, acknowledge and thank all of the trusts, foundations, schools, individuals, long-term supporters, regular donors and groups who have raised funds for us.

We are so grateful to all the supporters of headspace and below is a snapshot of some of the fantastic fundraising efforts in 2018 – 2019.

Dave Garvin

Dave Garvin, a.k.a. The Washing Machine Guy, took on the Melbourne Marathon. If that wasn't impressive enough, he ran the whole 42 kilometres carrying a 20 kilogram washing machine strapped to his back.

Why? Because, "Mental health issues are like carrying the weight of the world on your back".

Dave collected additional donations (and additional weight!) as people threw coins into the barrel during the run. He raised a massive \$4,635. Thanks Dave for bringing awareness to mental health and supporting headspace.

Dave Garvin at the Melbourne Marathon



Mixed Noodles Racing

This year, the Mixed Noodles Racing Team chose to support us in the annual 24 Hours of Lemons Australia motorsport race, raising an amazing \$1,912.

24 Hours of Lemons Australia is the biggest and cheapest motorsport event on the planet, described as "A loud, hot, noisy version of driving to work. For a really long time. Without actually getting anywhere."

The premise of 24 Hours of Lemons is to buy a stock standard 'lemon' (a car with no performance modifications), attach some safety gear and drive around a professional racetrack for 24 hours.

"We believed that supporting headspace, we could help do our bit to improve the lives of young people suffering from ill mental health as well as the people they live with, work with and contact throughout their lives".

– Mixed Noodle team

Thanks to Mixed Noodle Racing for choosing us.



Marty Kallane celebrating

Marty Kallane

In September 2018, Marty Kallane of Perth ran a massive 90 kilometres from Toodyay to Perth in Western Australia, raising over \$6,000 in the process. Marty's ultramarathon took him through some of the steepest roadways in Perth, with some uphill climbs over three kilometres long and took just under 12 hours to complete. Such an incredible effort!

fundraising

This year, headspace has dispersed fundraising funds to support different initiatives right across Australia. A snapshot of activity undertaken is captured below.

headspace Broome Empowered Young Leaders Suicide Prevention

Kara Farrell, a recent graduate of the headspace Aboriginal and Torres Strait Islander trainee program based in Broome, joined the West Kimberley Empowered Young Leaders program.

The role focused on suicide prevention of young women in the communities of Broome, Beagle Bay and Bidyadanga through Social and Emotional Well Being one-on-one counselling and group work. There were already many established groups of at-risk young men in Broome, and the youth sector identified the need for similar programs for young women who are at risk.

headspace Townsville flood disaster recovery

Funds were provided to assist headspace Townsville to continue services in the wake of the 2019 flooding.

LGBTIQA+ Community Engagement

Funds were allocated to enable increased headspace visibility in the LGBTIQA+ community through attendance at community events, such as Mardi Gras and Midsumma Festival, and through a campaign 'It's Not Always Glitter and Rainbows'. See more on page 38.

Internships for young people

Funds were allocated to enable headspace to continue to offer young people project-based internships across a variety of departments at headspace national for young people looking to develop their skills and gain practical experience. You can read more about this year's interns on page 15.

headspace at Mardi Gras





headspace would like to acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians. We value their cultures, identities, and continuing connection to country, waters, kin and community. We pay our respects to Elders past and present and 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