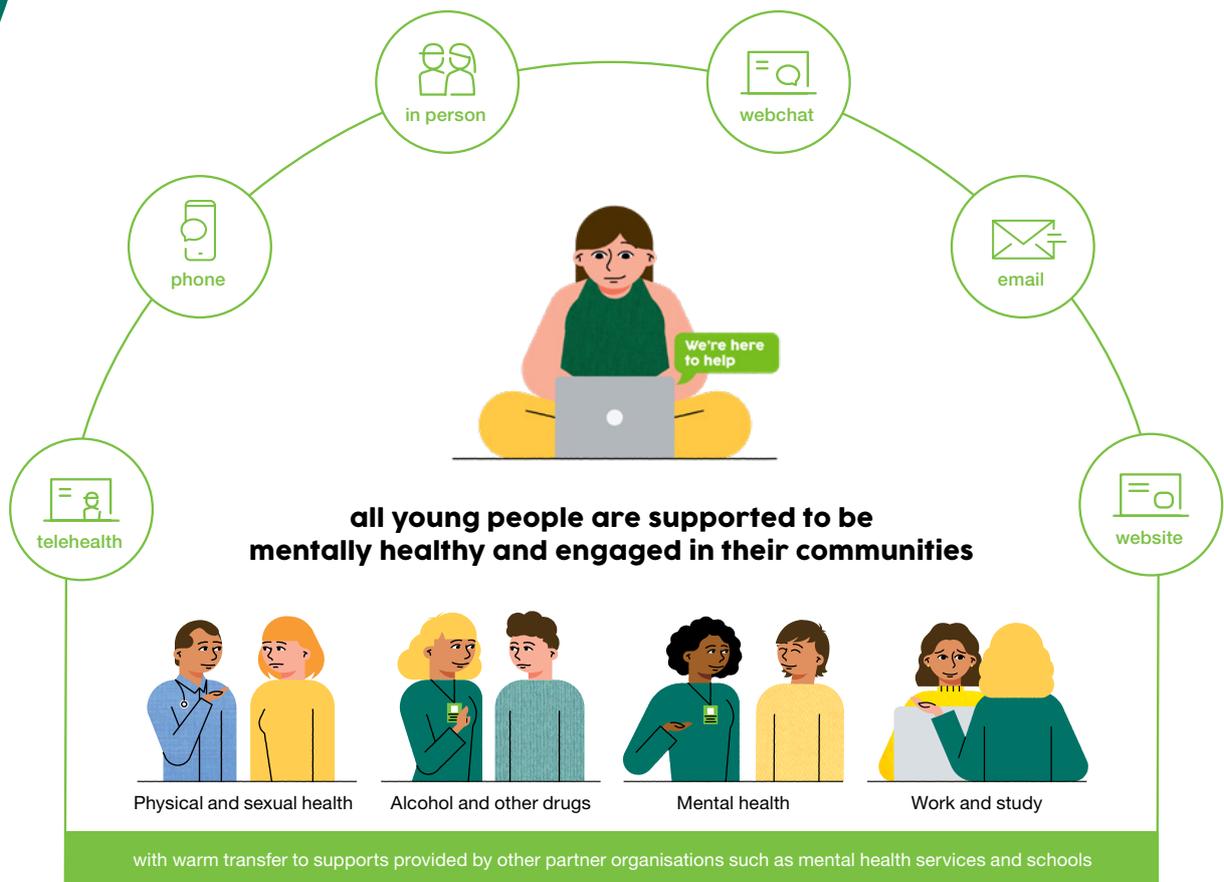


# headspace strategy 2021 to 2024



# foreword



**Jason Trethowan**  
CEO, headspace

This strategy is an ambitious path towards a collective effort to improving the mental health and wellbeing of young Australians, particularly those experiencing a tough time.

The strategy sets out our Priorities for all communities to benefit from:

- a truly integrated network of headspace services
- providing young people with better access and choice
- collaborating to improve outcomes
- using our influential voice to engage communities and drive change.

This strategy describes the Core Principles and the headspace National Enablers so that young people, family and friends, our communities, headspace National staff, Primary Health Networks, Lead Agencies, headspace consortia, our funders and partners join us in achieving our future direction. This will ensure headspace is well placed to:

- support young people to be mentally healthy and engaged in their communities
- actively contribute to and shape the whole of mental health system reforms needed to achieve better outcomes for young people.

headspace recognises that some young people are disproportionately affected by mental health difficulties.

We are proud to strive to provide safe services for our priority groups: young men, Aboriginal and Torres Strait Islander young people, young people from refugee and migrant backgrounds and young people who identify as LGBTIQ+.

### The headspace vision and our desired impact

Striving for good mental health involves actively working to maintain connection and purpose. To help young people achieve this, we commit to supporting young people, family and friends to learn how to support good mental health, to understanding the importance of connecting to culture and community, to reduce stigma and provide safety for young people to seek help and access the right supports, when they need it and how they want it.

### Our reality and our optimism

As the immediate past has shown, the future can lack predictability and the increasing uncertainty can weigh down on us all. This strategy recognises the reality faced across the headspace network that we are supporting young people often under difficult circumstances. However, our key strengths together as a network are that we have great people, we work in resilient communities, provide evidence based care and continue to be inspired by the hope and optimism young people provide despite the many challenges they experience.

**Let's do this together.**

# our strategy on a page

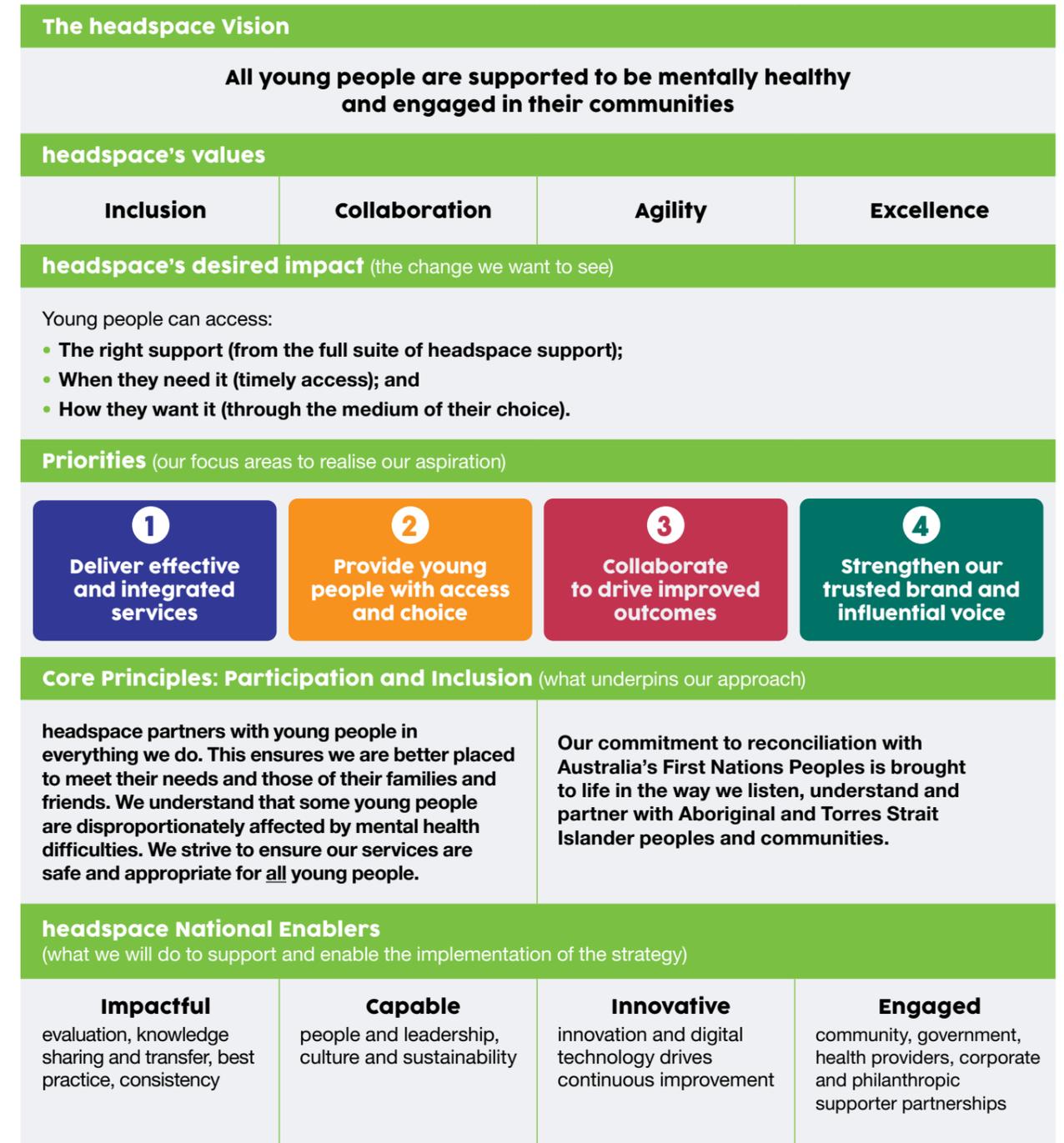


Figure 1: Strategy on a Page

# priorities, core principles and headspace national enablers



Figure 2: Priorities, Core Principles and headspace National Enablers

# priorities

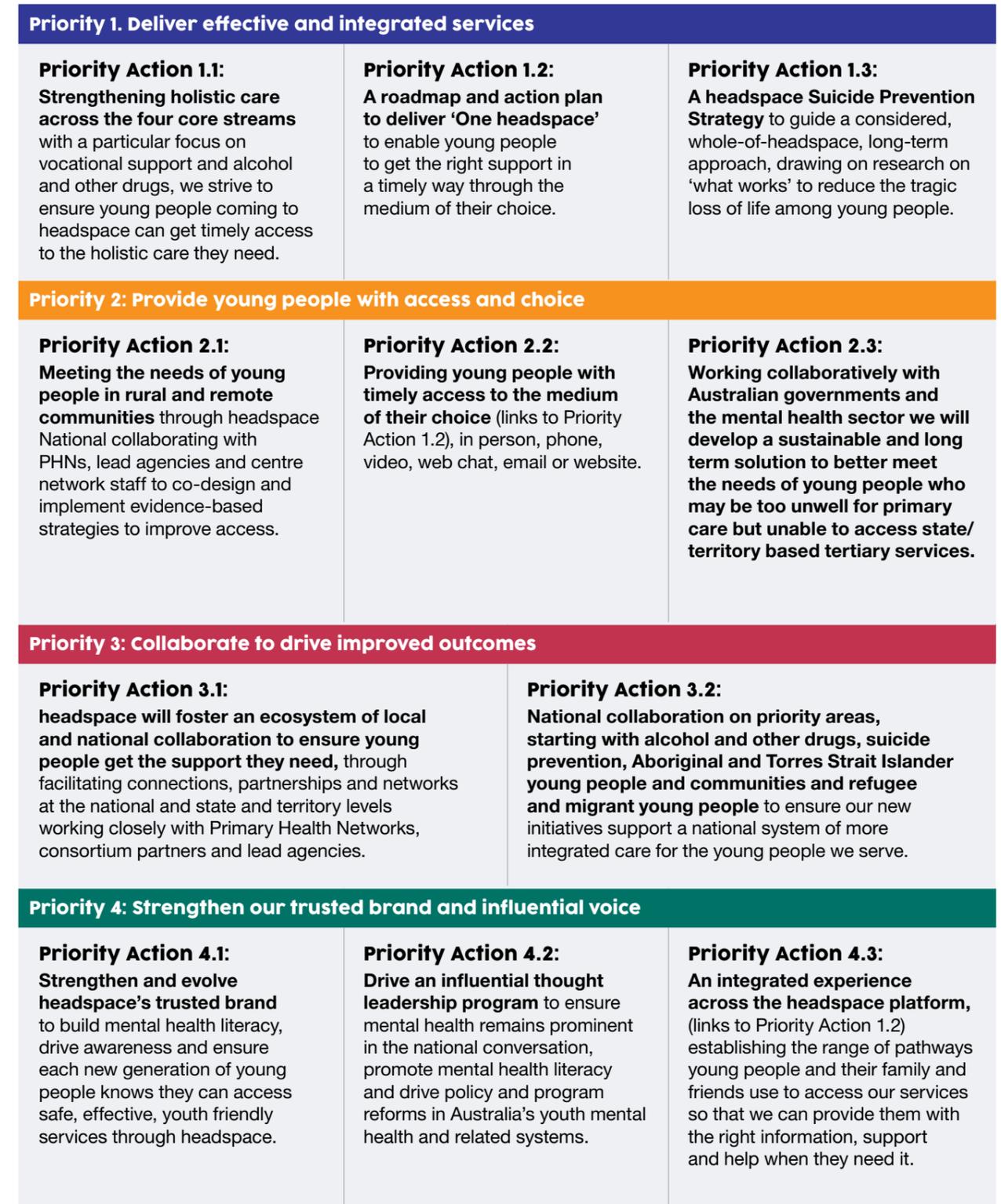


Figure 3: Priorities: Summary of Actions

## our core principles: participation and inclusion

### Core Principle Actions

<p><b>Core Principle Action 1.1:</b> Support young people - including through our Board Youth Advisors and the headspace Youth National Reference Group - to lead and guide the change sought in this strategy, providing young people the right support, when they need it and how they want it.</p>	<p><b>Core Principle Action 1.2:</b> Develop and implement a Family and Friends Strategy to ensure we engage family and friends to advise on everything we do at headspace.</p>	<p><b>Core Principle Action 1.3.1:</b> Ensuring a culturally responsive service model working with Aboriginal and Torres Strait Islander peoples to ensure our support is culturally responsive and effective.</p> <p><b>Core Principle Action 1.3.2:</b> Develop and implement an Aboriginal and Torres Strait Islander Strategy and Action Plan, working in partnership to improve our support for Aboriginal and Torres Strait Islander young people.</p>	<p><b>Core Principle Action 1.4:</b> Better support for young people from refugee and migrant backgrounds, working with young people from refugee and migrant backgrounds and their communities to improve our support and ensure we provide safe, effective and culturally responsive care.</p>
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Figure 4: Core Principles: Summary of Actions

## headspace national enablers

### headspace National Enabler 1: Impactful

<p><b>Enabler Action 1.1:</b> Measuring the impact of the headspace Strategy 2021 to 2024 (links to Priority Action 1.2) to track progress and ensure we deliver on the strategy.</p>	<p><b>Enabler Action 1.2:</b> Communicating our impact, publishing an Impact Report and communicating the findings of our evaluations, positioning headspace to continuously improve.</p>	<p><b>Enabler Action 1.3:</b> Continuous improvement across the headspace platform through a new Research and Evaluation Strategy, assessing centres against the new headspace Model Integrity Framework, benchmarking centres and sharing best practice.</p>	<p><b>Enabler Action 1.4:</b> Research partnerships headspace will continue to forge strong partnerships and collaborations to generate research and evidence to drive improved care for young people.</p>
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### headspace National Enabler 2: Capable

<p><b>Enabler Action 2.1:</b> Developing the headspace workforce to attract, recruit, retain and support the workforce we need to provide timely, effective support to young people, including by training cohorts of students and graduates at headspace centres.</p>	<p><b>Enabler Action 2.2:</b> A Leadership Development Program to strengthen leadership and management capability at all levels.</p>	<p><b>Enabler Action 2.3:</b> Strengthening 'the headspace way', to foster and build a strong workplace culture unique to headspace that supports our people to thrive.</p>	<p><b>Enabler Action 2.4:</b> Network-wide capability to share insights and knowledge, to unlock the potential of the headspace platform to drive improved youth mental health outcomes.</p>
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### headspace National Enabler 3: Innovative

<p><b>Enabler Action 3.1:</b> Set 'One headspace' up for success (links to Priority Action 1.2) through investing in IT, workforce, advocacy, partnerships, communications and change management.</p>	<p><b>Enabler Action 3.2:</b> Ensuring service systems connect through information sharing (links to Priority Action 1.2) to improve coordination of care and reduce the incidence of young people having to repeat their story.</p>
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### headspace National Enabler 4: Engaged

<p><b>Enabler Action 4.1:</b> Develop strategic, values aligned partnerships that foster collaboration and drive impactful outcomes for young people.</p>	<p><b>Enabler Action 4.2:</b> Engaging governments to ensure youth mental health remains a national priority for investment.</p>	<p><b>Enabler Action 4.3:</b> Create a highly engaged fundraising and supporter community that expands our capability, reach and support for young people.</p>
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Figure 5: headspace National Enablers: Summary of Actions



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



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



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

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