



# community spaces

## Evaluation report

Report prepared in October 2020

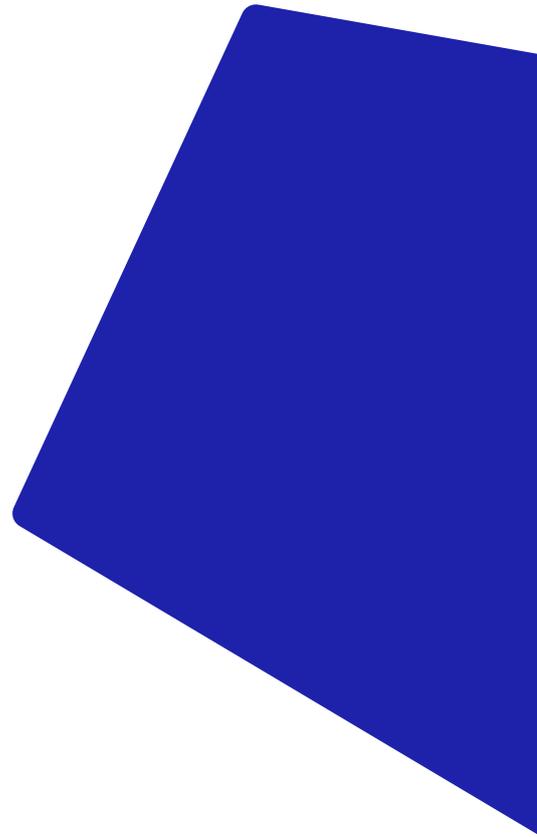


**headspace**

National Youth Mental Health Foundation

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## Executive summary

**This report summarises an evaluation of Spaces Chats over the first year of the program. Starting in October 2019, Spaces Chats sit within Community Spaces; shared areas of the headspace website that allow service users to engage with each other on high level topics. Community Spaces aims to provide low-barrier, anonymous, safe, scalable and sustainable support to young people and adults supporting young people across Australia.**

Each Community Space hosts a weekly Spaces Chat where website users can engage with real-time group peer support. Spaces Chats, which are live and peer-led, provide opportunities for peer support and for users to engage with each other. Spaces Chats sessions currently cover five topics:

- Navigating relationships
- General coping
- Qheadsace (for LGBTQIA+ young people)
- Yarnspace (for Aboriginal and Torres Strait Island young people)
- Supporting others (for adults supporting young people).

To inform reporting, management and strategy for Community Spaces, a mixed-methods evaluation was conducted to understand the experiences of Online Peer Support Moderators and users and to begin to examine the impact of Community Spaces on the broader eheadsace service. Data collection for the evaluation included surveys for moderators at the mid- and end-point of their initial term as moderators, data collected from Community Spaces users through an online (hot jar) pop-up survey and program data collected through the content management system, Google Analytics and the service data system, DH3.

Key themes and findings of this evaluation are summarised below.

### 1. Mental health literature and best practice show that peer support can be highly effective in supporting the mental health and wellbeing of young people.

- All Community Spaces Chats are peer-led, drawing on a peer support model of care that aims to harness peer workers' lived experience to provide connection, sharing, learning, and support to service users.
- A systematic review found that peer support in comparison to clinical support had greater outcomes for engagement in follow-up treatment, self-efficacy, and quality of life post treatment.
- Several studies have found young people greatly rely on the support of peers when discussing stressors. Providing anonymous online peer support gives young people a mechanism to express their thoughts and emotions without fear of retribution.

### 2. The service has been well received by young people and is helping to expand access to mental health support.

- Since the first Spaces Chat on 7 October 2019 to 7 October 2020, a total of 37,473 young people have participated in 148 Spaces sessions.
- Across all Spaces sessions, there have been a total of 84,766 messages sent and 21,268 views of Spaces transcripts.
- Activity in Spaces Chats, as shown in the number of messages in chats, has increased markedly over time.



### 3. Moderators are highly satisfied with their role and indicate they are making a positive contribution to the mental health of young people involved.

- A total of 26 moderators have been trained to date.
- Moderators were satisfied with their role (average 4.7 at mid-point and 4.2 at end-point on 5-point scale).
- Moderators experienced positive personal impacts of being a moderator, particularly inspiration to continue working in youth mental health (80% of mid- and end-term respondents).
- Moderators felt supported in their role (average of 4.5 at mid-point, 4.7 at end-point) and in sharing their lived experience safely (average of 4.7 at mid- and end-points).
- Most moderators also agreed that they could both effectively manage Spaces Chats (average of 3.8 at the mid-point and 4.2 at the end-point) and support young people in Spaces Chats (average of 4.0 at mid- and end-points).

### 4. Most young people are satisfied with the service and feel it meets their needs.

- The majority of Community Spaces users who completed a feedback survey (n=51) were satisfied or very satisfied with the service (77%) and felt that their needs were either completely or somewhat met (63%).

### 5. headspace is contributing to broader system innovation to spread the use of effective online peer support to support the mental health of young people across Australia.

- headspace is the secretariat for the Online Peer Support Communities Interagency (OPSCI), making ongoing contributions to the sector.
- Discussions with Foundry, the Canadian organisation similar to headspace, resulted in Foundry introducing online peer support and considering how to offer group online peer support.
- SANE Australia approached headspace to discuss how to operationalise synchronous, text-based, group peer support.

The results of this evaluation of Community Spaces, including impressive user engagement and strong levels of satisfaction from moderators, as well as the scalability and agility of the model, warrant ongoing investment in Spaces as part of the suite of headspace Digital Mental Health Programs.



## Annie, 22

**“I love these chats. It’s so nice to have people to talk to about normal stuff, but the stuff that sometimes you just think about but don’t say!”**

I live and work in the city with my partner. I was waiting to talk to eheadspace because I was worried about my work/life balance and I wanted some suggestions for things I could do on weekends. I waited a really long time then after about 40 minutes I was told about the peer chat. It said I could keep waiting for a clinician so I figured I would check it out.

The chat was exactly what I needed, I chatted to the moderators and other young people for about 15 minutes and there were so many suggestions for things I could try and their own hobbies. They also helped me identify some of the things I already do to help de-stress. It definitely made me more confident that I was on the right track.

After I joined the chat I told eheadspace that I didn’t need to talk to them anymore because I’d found the help I needed and I chose to stop waiting.

I would recommend these chats to people who don’t really need to talk to a clinician, or while you’re waiting for one because sometimes it might be helpful.

A new strategy is required for collecting Community Spaces user demographic and feedback data which is more consistent with the data collection strategy for other headspace Digital Mental Health Programs, as well as to achieve an improved sample size and response rate. The currently used online (hot jar) survey will soon be replaced with a user survey through headspace’s preferred online survey platform.

Future evaluation of Community Spaces requires the linking of data across the content management system, Google Analytics and the eheadspace data system (DH3) for each individual client to allow a full picture of each user and their experiences with all headspace Digital Mental Health Programs. It is recommended that this data linkage be progressed to provide a full picture of Community Spaces users as part of all those seeking support through headspace digital mental health programs.

# Background

In 2018 – 2019, headspace redeveloped the eheadspace website, integrating it with the headspace website and developing new online communities including Community Spaces. New services and resources were designed to provide young people and their family and friends with a range of support options to allow them to choose what is most suitable for their needs (for more detail see Figure 1).

Commencing in October 2019, Spaces Chats sit within Community Spaces as part of headspace online communities. Community Spaces are shared areas of the headspace website which give young people, and those supporting them, a way to share and explore resources and stories about mental health and wellbeing.

Community Spaces users are able to recommend helpful resources and write stories about these resources to describe how they have been useful. All submissions go through a moderation process prior to being posted for public viewing within Community Spaces. The resources shared within Community Spaces are clinically reviewed to determine whether they are suitable to add to the headspace Resource Library (see Appendix A for a full glossary of terms).

Through Community Spaces, headspace seeks to create an environment where users can share their stories, seek advice, and support one another. Each Community Space hosts a weekly, live, peer-led Spaces Chat where users can engage with real time group peer support and conversation.

Figure 1. Overview of Digital Mental Health Programs support options





### Spaces sessions currently cover five topics:

- Navigating relationships
- General coping
- Qheadspace (for LGBTQIA+ young people)
- Yarnspace (for Aboriginal and Torres Strait Island young people)
- Supporting others (for adults supporting young people).

All Community Spaces Chats are peer-led, drawing on a peer support model of care that aims to harness peer workers' lived experience to provide connection, sharing, learning, and support to service users. A sense of meaningful connection to others is an established aspect of mental wellbeing alongside physical and psychological health.<sup>vi</sup> Exchanging advice, stories, and reflections can be a vital part of the recovery journey, but also a method to maintain mental health plans and goals. A systematic review found that peer support in comparison to clinical support had greater outcomes for engagement in follow-up treatment, self-efficacy, and quality of life post treatment.<sup>i</sup>

Several studies have found young people greatly rely on the support of peers when discussing stressors.<sup>ii,iii,iv</sup> However, young people often fear that expressing their thoughts and feelings will jeopardise their social relationships.<sup>vii</sup> People in rural and remote areas are also particularly vulnerable to finding adequate support networks.<sup>viii</sup> Providing anonymous online peer support gives young people a mechanism to express their thoughts and emotions without fear of retribution.<sup>v</sup>

Online communities move through a lifecycle from inception, to growth, and eventual maturity.<sup>ix</sup> In implementing Community Spaces, headspace has opted for a gradual growth strategy to slowly build community values, develop trust, and model safe and supportive behavior amongst participants. Community Spaces aims to provide low-barrier, anonymous, safe, scalable and sustainable support to young people and adults supporting young people across Australia.

headspace Online Peer Support Moderators are recruited via targeted advertising to the headspace centre network, social media and universities. Young people and adults with experience supporting young people are recruited for a specific term from across Australia to ensure diversity of background and experiences to align with headspace's priority groups and clients. All Online Peer Support Moderators are recruited as headspace National employees, complete a three day training workshop prior to commencement and receive ongoing professional development throughout their employment. The training includes general orientation to software and processes as well as peer support and moderation topics such as gender and sexuality, cultural capacity, safe storytelling, language and framing, talking about sensitive topics, maintaining boundaries and self-care.

During a shift, moderators receive initial debriefing, guidance and advice from Spaces Clinicians who also provide clinical escalation and intervention to participants as per the eheadspace Clinical Governance Framework. The Peer Support Advisor provides debriefing to moderators as necessary and is a single point of contact for the follow up and escalation of any concerns raised by Online Peer Support Moderators. All moderators are encouraged to provide feedback about processes and are involved in quality improvement processes wherever possible, in keeping with the intent to provide a youth-led service.

This evaluation seeks to understand the experiences of Community Spaces moderators and users and to begin to examine the impact of Community Spaces on the broader eheadspace service. The mixed-methods evaluation aims to provide information for reporting, and to guide ongoing service improvement and management, strategy and future evaluation.

#### Data collection for the evaluation includes:

1. A mid-term survey for Online Peer Support Moderators (conducted between 17 February and 10 March 2020).
2. A post-term survey for Online Peer Support Moderators (conducted between 22 June and 6 July 2020).
3. Data collected from Community Spaces users through a voluntary hot jar pop-up survey (while the pop-up survey was operational, between October 2019 and June 2020).
4. Program monitoring data (in the content management system), Google Analytics data and data from DH3 (the eheadspace data system) (for a full year of operation from 7 October 2019 to 7 October 2020).

#### A number of factors limit the scope of this evaluation:

- Collecting comprehensive data from Community Spaces users was not possible, instead user data was collected through an existing brief hot jar pop-up survey on the website.
- Different data sources (such as the content management system, Google Analytics and DH3) are not currently linked, therefore different data sources have to be examined independently to answer the evaluation questions rather than being able to rely on data for each client across all aspects of service.
- A lack of integration among the relevant data sources also means that while this evaluation attempted to begin to examine the impact of Community Spaces on the broader eheadspace service, comprehensive evaluation of these outcomes is out of scope.

This report summarises the results collected through each data source against the evaluation questions (see Appendix B) outlined in the Community Spaces Evaluation Framework.

# Spaces activity and engagement

**Program data about Community Spaces activity and engagement was collected through a number of data sources including the website content management system (CMS), Google Analytics and DH3. One full year of program data is reported, from 7 October 2019 to 7 October 2020.**

## How many moderators were trained?

A total of 26 moderators have been trained to date, including 18 moderators who were trained in August 2019 and eight moderators trained in 2020.

## How many moderators completed their term?

All eighteen of the moderators who were trained in 2019 have completed their initial term and have been rolled over to the current term. The moderators trained in 2020 remain in the current term.

## How many Community Spaces sessions were held?

Since the first Spaces Chat on 7 October 2019, a total of 148 Spaces sessions have been held.

## How many users participated in Community Spaces?

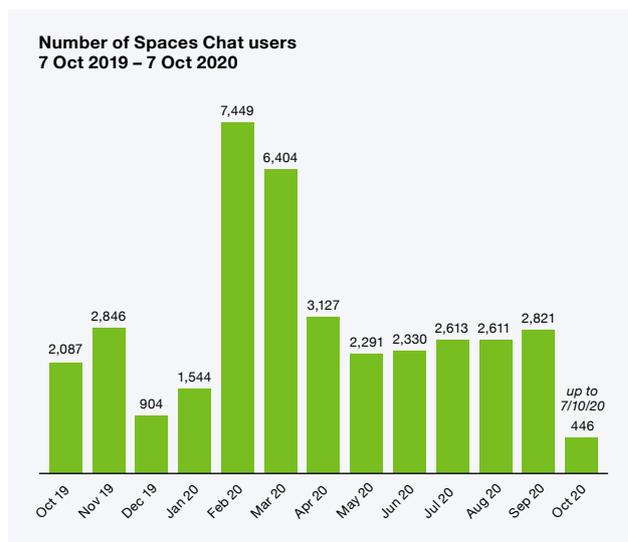
A total of 37,473 users participated in the 148 Spaces sessions (note this is not a unique user count, i.e. the same young person can attend multiple Spaces sessions, and the figure includes 5 peer moderators per session). Since commencement, the number of users in Spaces chats has increased and peaked in February and March 2020 (see Figure 2).

## Spaces Chat activity – How many messages were made per chat? How many transcript views per chat? How many clicks per live chat?

As shown by the Spaces Chat activity figures in Table 1, across all Community Spaces sessions, there have been 84,766 messages sent during Spaces sessions, 21,268 views of Spaces transcripts, and an average of 3,279.0 clicks per live chat.

Activity in Spaces Chats, as shown in the number of messages in chats, has increased markedly over time (see Figure 3).

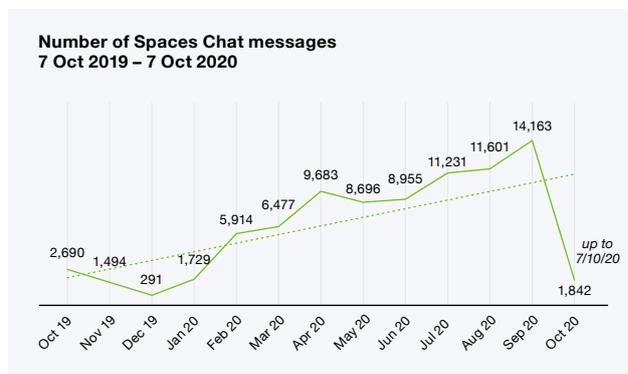
**Figure 2. Total number of Spaces Chat users by month (7 October 2019 – 7 October 2020)**



**Table 1. Spaces chat activity figures**

	Total	Average per session
<b>Messages</b>	<b>84,766</b>	<b>572.7</b>
<b>Transcripts</b>	<b>21,268</b>	<b>143.7</b>
<b>Clicks</b>	<b>485,294</b>	<b>3,279.0</b>

**Figure 3. Total number of messages in Spaces Chats by month (7 October 2019 – 7 October 2020)**





### **How many resources and stories shared did eheadspace clinicians moderate?**

A total of 111 resources and 129 stories have been moderated and approved by clinicians.

### **How many clinical support and debriefing sessions were held?**

There were 132 consults recorded between moderators and clinicians, and 27 clinical one-to-one sessions with clinicians and users.<sup>1</sup>

There were 51 debriefing sessions with the Peer Support Advisor. The Peer Support Advisor checks in with moderators the day following Chats held the previous night so this number reflects only those that required further debriefing. Additional administrative time is also spent supporting peer moderators, including general communication and monitoring activities.

### **How many resources were made available in the digital resource library?**

A total of five resources which were shared by community members passed additional vetting criteria and were made available in the digital resource library across the five topics.

### **Has the Spaces model become more sustainable and scalable?**

The Community Spaces model was rapidly scaled up during the time of the COVID-19 pandemic, with more sessions made available, recognising the increased need for support during this period. Evidence also suggests the responsiveness of the Spaces model, with more Spaces sessions offered in response to the national bush fire disaster early in 2020.

In addition, in the short time of operation, decisions have been made to improve the model's sustainability, with specific funding now dedicated for two Spaces clinicians, rather than relying on the general eheadspace clinician workforce.

### **What contribution was made to best practice in the sector?**

Even in a time when conferences and seminars have been limited due to the COVID-19 pandemic, Community Spaces is making notable contributions to the sector. Discussions with Foundry, the Canadian organisation similar to headspace, resulted in Foundry introducing online peer support and considering how to offer group online peer support which they indicated hadn't previously been considered.

eheadspace is the secretariat for the Online Peer Support Communities Interagency (OPSCI), making ongoing contributions to the sector. Spaces also made a significant contribution to the new headspace peer support program and resources, and delivered a presentation at the online headspace Forum.

SANE Australia approached the eheadspace Online Community team to discuss how to operationalise synchronous, text-based, group peer support. SANE is seeking to replicate the Spaces Chat model for their cohort of adults affected by complex mental health issues. They have previously relied on forum-based Online Community activities, but their exposure to Community Spaces Chats via OPSCI has prompted them to consider how to deliver new models of online peer support.

### **Has ongoing funding been secured for Community Spaces?**

Further funding of Spaces has been secured until the end of June 2021.

<sup>1</sup> Note, data was unavailable from November 2019 to April 2020 due to errors with data entry.

# The experience of Online Peer Support Moderators

A mid-term moderator survey was conducted between 17 February 2020 and 10 March 2020, with 10 of the 18 moderators responding (56% response rate). Between 22 June 2020 and 6 July 2020, the post-term survey was conducted, with 15 of the 18 moderators responding (83% response rate).

## How satisfied were moderators with their role?

Overall, moderators were satisfied with their role (see Figure 4). The moderators who responded to the mid-term survey were slightly more satisfied with their role (average 4.7 on 5-point scale) than those at the end-term (average of 4.2).

More moderators felt personal impacts at the end of their term (see Figure 5), particularly making a contribution to headspace (6 of 10 mid-term and 13 of 15 end-term respondents).

Figure 4. Moderator satisfaction at mid-term (n=10) and end-term (n=15)

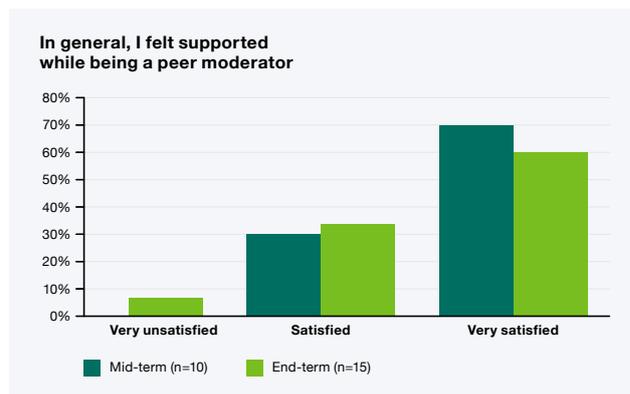
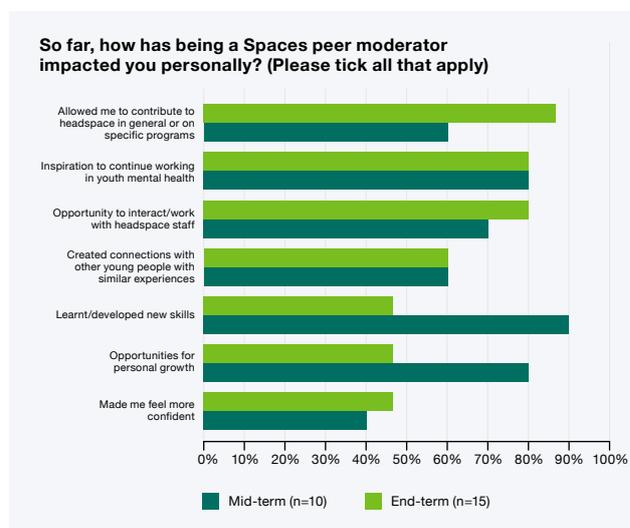


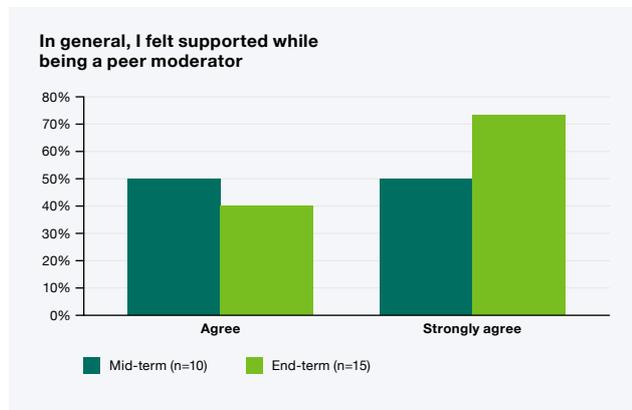
Figure 5. Personal impacts for moderators at mid-term (n=10) and end-term (n=15)



### To what extent did moderators feel supported in their role?

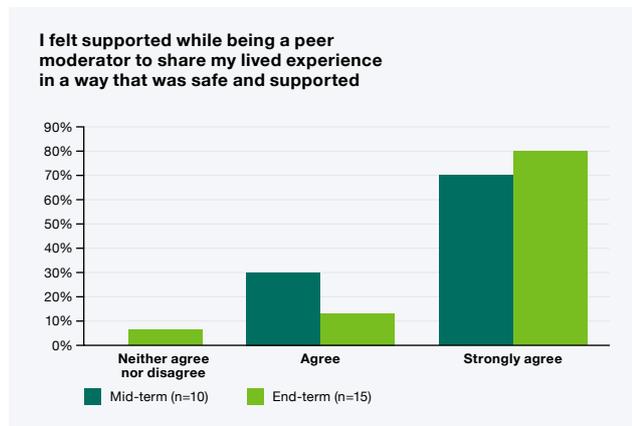
Moderators felt supported in their role (see Figure 6) and tended to feel as supported at both the mid- (average 4.5 on 5-point scale) and end- point (average of 4.7) of their term.

**Figure 6. Extent moderators feel supported in their role at mid-term (n=10) and end-term (n=15)**



Moderators tended to strongly agree that they felt supported sharing their lived experience safely (see Figure 7) at both time points (average of 4.7 at mid- and end- points).

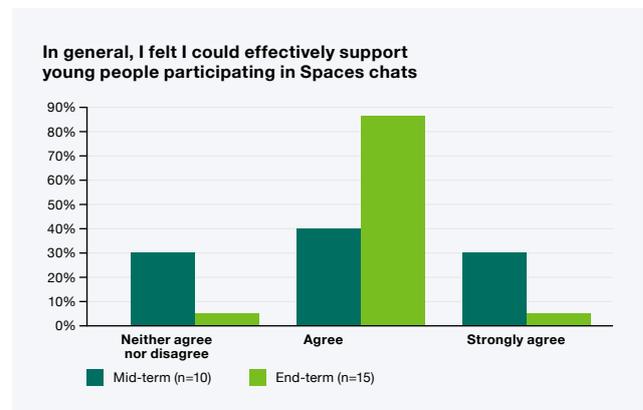
**Figure 7. Extent moderators feel supported to share their lived experience safely at mid-term (n=10) and end-term (n=15)**



### To what extent did moderators feel they could effectively support young people in Spaces chats?

Most moderators agreed that they could effectively support young people in Spaces Chats (see Figure 8) at both time points (average of 4.0 at mid- and end- points).

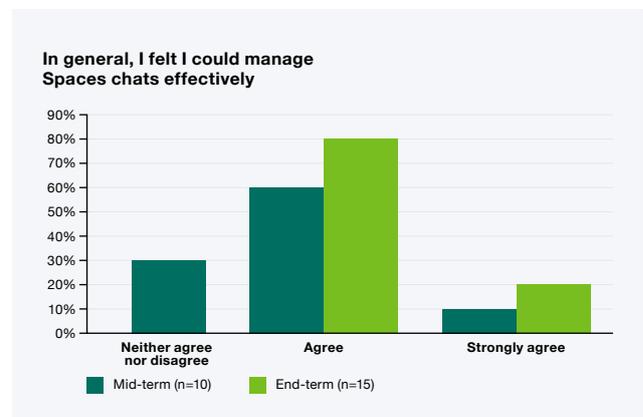
**Figure 8. Extent moderators feel they could effectively support young people at mid-term (n=10) and end-term (n=15)**



### To what extent did moderators feel they could effectively manage Spaces chats?

Overall, moderators felt they could effectively manage Spaces Chats (see Figure 9). Moderators were slightly more likely to agree they could effectively manage chats at the end of their term (average of 4.2 on a 5-point scale) than at the mid-point (average 3.8).

**Figure 9. Extent moderators felt they could effectively manage chats at mid-term (n=10) and end-term (n=15)**



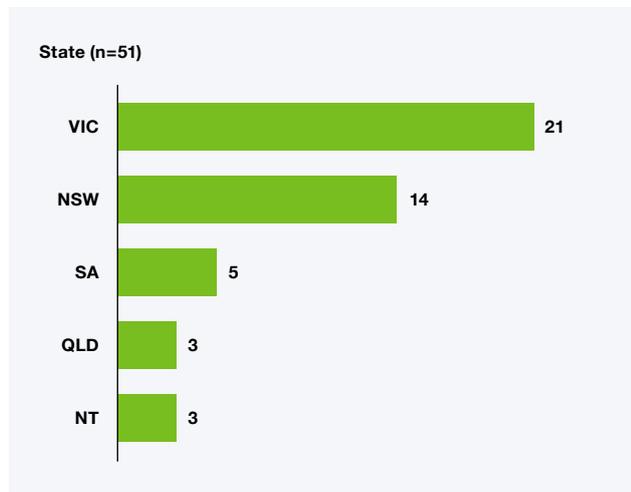
## Community Spaces user feedback

**A total of 463 young people provided feedback on Community Spaces through a voluntary pop-up hot jar survey on the website during the period from the launch of Spaces in October 2019 to the end of June 2020. Of interest to this evaluation is the feedback of young people who indicated they had actually used Spaces Chats. Of the 463 who completed the survey, 51 had used Spaces Chats and it is their feedback which is summarised below.**

### What was the geographical location of users of Community Spaces?

The majority of Spaces users who completed the survey were from Victoria (41%) and NSW (28%) (see Figure 10).

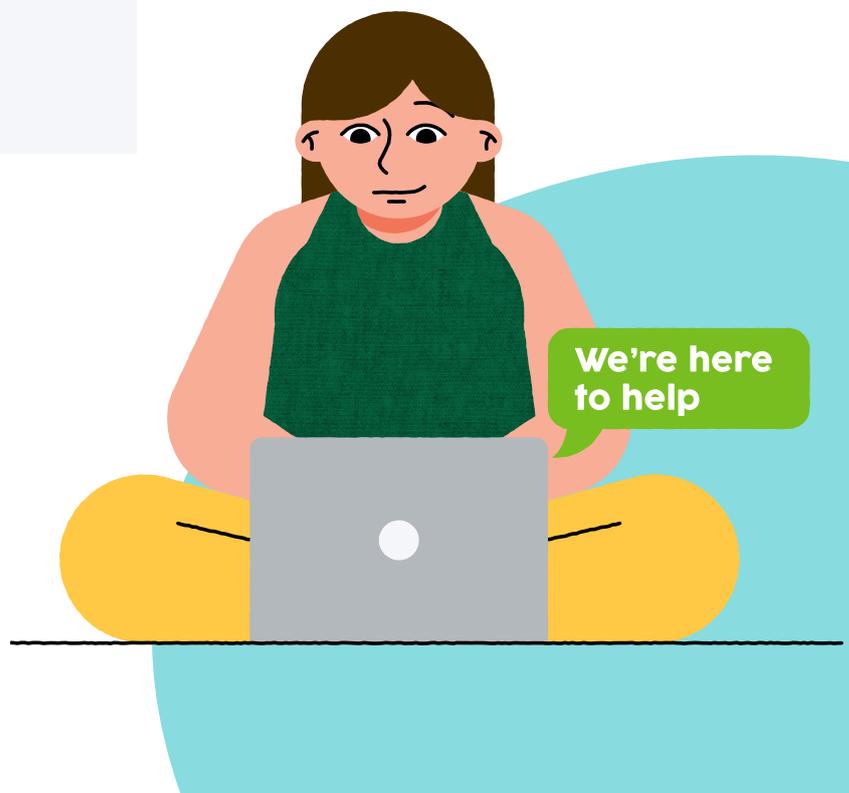
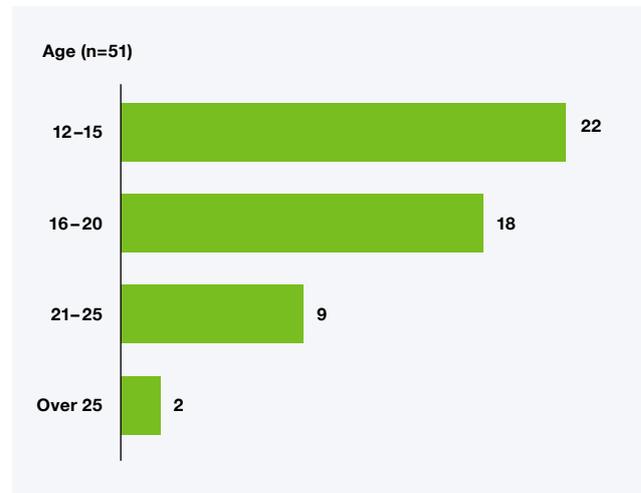
Figure 10. Number of young people who used, and provided feedback about Spaces by State



### What age were Spaces users (age range)?

Spaces users who completed the survey were most likely to be between 12 and 20 years of age (78%) (see Figure 11).

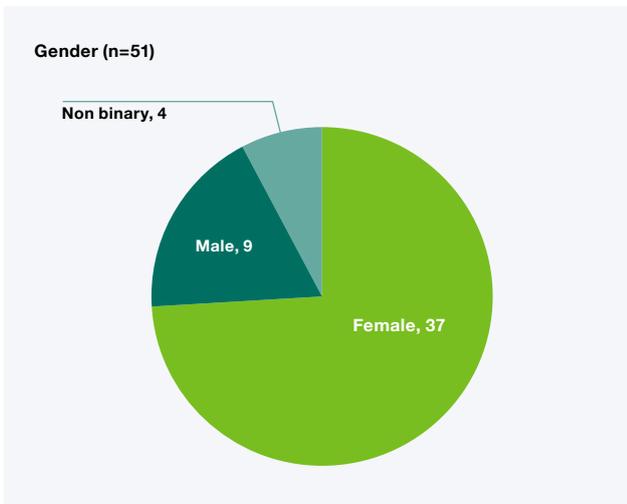
Figure 11. Number of young people who used, and provided feedback about Spaces by Age



### What gender were Community Spaces users?

The majority of Spaces users who completed the survey were female (73%) (see Figure 12).

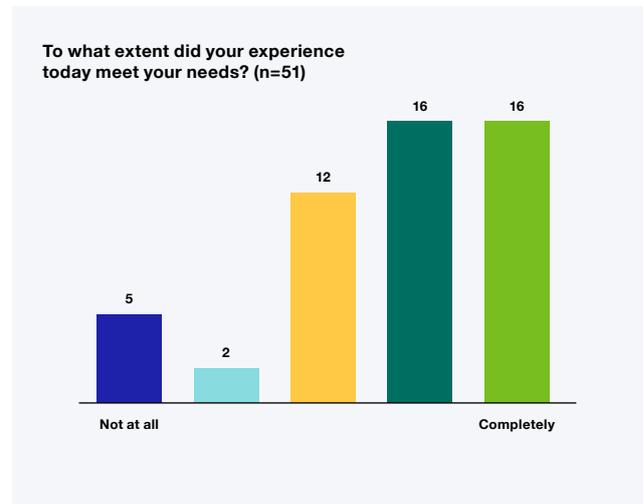
Figure 12. Number of young people who used, and provided feedback about Spaces by Gender



### How well did Spaces meet the needs of users?

The majority of Spaces users who completed the survey felt that the service either completely or somewhat met their needs (63%) (see Figure 14).

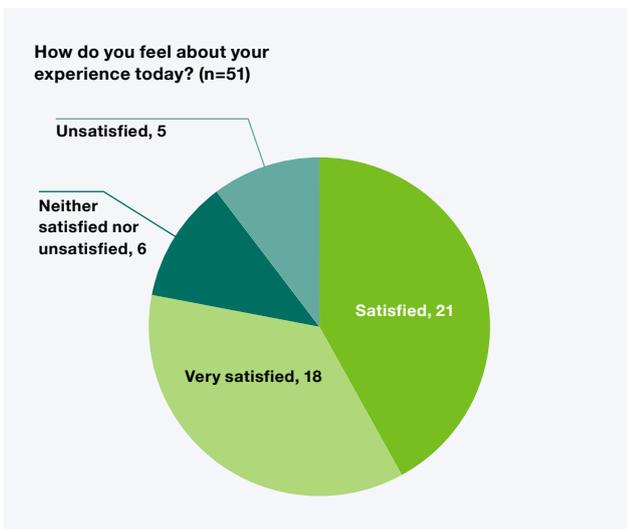
Figure 14. Satisfaction of young people who used, and provided feedback, about Spaces



### How satisfied were Community Spaces users?

The majority of young people who used Community Spaces and completed the survey were satisfied or very satisfied (77%) (see Figure 13).

Figure 13. Satisfaction of young people who used, and provided feedback about Spaces





## Impacts of Spaces on the broader eheadspace service

This evaluation is unable to determine how many clients went from the eheadspace Request Pool to a Spaces Chat (irrespective of whether they formally queue quit) or how many clients went from an eheadspace webchat to a Spaces Chat because the functionality was not implemented in the original platform design. eheadspace is currently investigating the feasibility of adding this functionality. It is also too early for this evaluation to investigate the relationship between eheadspace webchat queue quitting and demand for eheadspace webchat during Spaces Chats. To allow a more accurate picture, data across the website content management system, Google Analytics and DH3 will need to be linked for each individual client.

## Conclusions and next steps

**This report summarises the first evaluation of Spaces Chats – live, peer-led chats which provide opportunities for peer support and for users to engage in conversations with each other. Encompassing data from a year of Community Spaces operation, the results are extremely promising. Already Community Spaces is making a contribution to the sector and funding for Community Spaces has been extended.**

Since Community Spaces began in October 2019 (to October 2020), 26 moderators have been trained and supported, and 37,473 young people have participated in 148 Spaces sessions. Overall, moderators report having a positive experience. Moderators are satisfied with their role, feel supported and able to effectively manage chats and the young people participating in them.

Although based on a small sample, those users who completed a feedback survey (n=51) were satisfied with Community Spaces and felt that it met their needs.

A new strategy for collecting user demographic and feedback data is required to provide data consistent with that collected from other headspace Digital Mental Health Programs such as Group Chats, as well as to achieve an improved sample size and response rate. The online (hot jar) survey currently used will soon be replaced with a survey through headspace's preferred online survey platform.

Future evaluation of Community Spaces will require the linking of data across the content management system, Google Analytics and the eheadspace data system (DH3) for each individual client to allow a full picture of each user and their experiences with headspace digital mental health support services. It is recommended that this data linkage be progressed to provide a full picture of Community Spaces users as part of all those seeking support through headspaces Digital Mental Health Programs.

The results of this evaluation, including impressive user participation and engagement, and strong levels of satisfaction from moderators, as well as the scalability and agility of the model, warrant ongoing investment in Community Spaces as part of the suite of headspace Digital Mental Health Programs.



### Sara, 13

**“See you! I’m sorta tired after these three hours but it was a good way to get through the night”**

I live in a tiny country town you’ve probably never heard of. I have two brothers, and one sister and I go to the local school. My house is surrounded by paddocks, with sheep and cows everywhere. I don’t get very much private space at home and I’m not allowed to go out by myself with my friends. I love Nintendo games, especially Mario Kart and Smash Bros. You know what makes me angry about Mario Kart 8 though? They have THREE rainbow roads and not a SINGLE coconut mall.

I’ve seen some counsellors in real life, and have autism (autism represent). I don’t find it easy to talk to professionals, so I’ve tried eheadspace a lot but it’s still hard to talk about stuff.

The hardest time is at night after I’m meant to be in bed, but I can’t sleep. I am alone, stuck inside and not allowed to play games. I’ve been trying to talk to eheadspace at night but there’s always a long wait.

A few weeks ago while I was waiting someone told me about the Spaces Peer Chats and I’ve been logging on for them every few weeks since. They’re good, you get to talk about what’s going on and you get to give other people advice too. Even though I’m young, I’ve been able to help people much older. I know a lot about online stuff so I can share advice around that.

I’ve learned some strategies that I’m trying, and someone suggested I could ask to go for a walk with the cows. It’s been nice to get outside after school. The other night the moderators talked about a “cheat sheet” that they wrote down things that helped when they weren’t feeling great. I’ve tried it out and it’s good because I forget my resources otherwise.

The chats are good and it’s easier to talk to the peers than the professionals, so I’ve been coming back lots. I also don’t have to wait.

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## Appendix A – Glossary of terms

**Clicks:**

The amount of times a user clicked on the page while it was live, this is an indication of engagement within the live group chat.

**Community Spaces:**

Public, themed, areas on the headspace website for users to share and explore resources and stories about mental health and wellbeing.

**Group chat:**

Custom built technology owned by headspace. Used to host live synchronous online webchats with multiple participants and moderators.

**Guests:**

Service users who have accessed a group chat, but have not logged in via a headspace account.

**headspace Resource Library:**

A collection of resources approved by headspace for service users to explore and add to their Personal Spaces.

**Messages:**

Comments sent by participants or moderators during a group chat.

**Moderation:**

A process whereby contributions from the online community are assessed for appropriateness to ensure the safety of the community as a whole.

**Online Community:**

A group of people who interact with each other via the Internet and build meaningful connection.

**Online Peer Support Moderators:**

headspace employees who are trained to provide peer support and moderation for Spaces Chats.

**Participants:**

Service users who have accessed a group chat while logged into a headspace account.

**Peer support:**

A model of care where peer workers provide social, emotional and practical support to others with whom they share a common experience.

**Personal Spaces:**

Private area within the headspace account for users to store personalised strategies and resources from the headspace Resource Library.

**Resources:**

URLs (mixed media including videos, images and articles) linking to helpful strategies for maintaining mental health and wellbeing.

**Service users (users):**

Anyone observing, using or accessing the headspace website or digital services.

**Spaces Chats:**

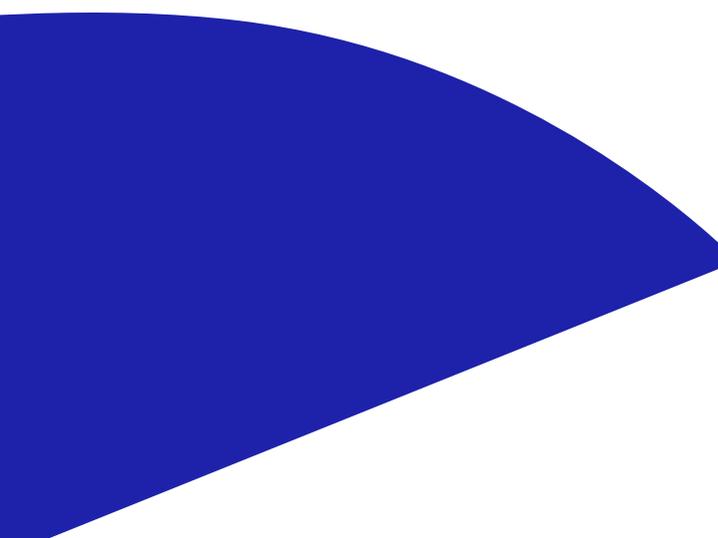
Peer support chats, using group chat software, that sit within Community Spaces.

**Stories:**

Personal testimonials submitted by service users via Community Spaces.

**Transcript:**

Webpage with a record of comments/conversation from a live group chat, available for reading after a live chat has ended.

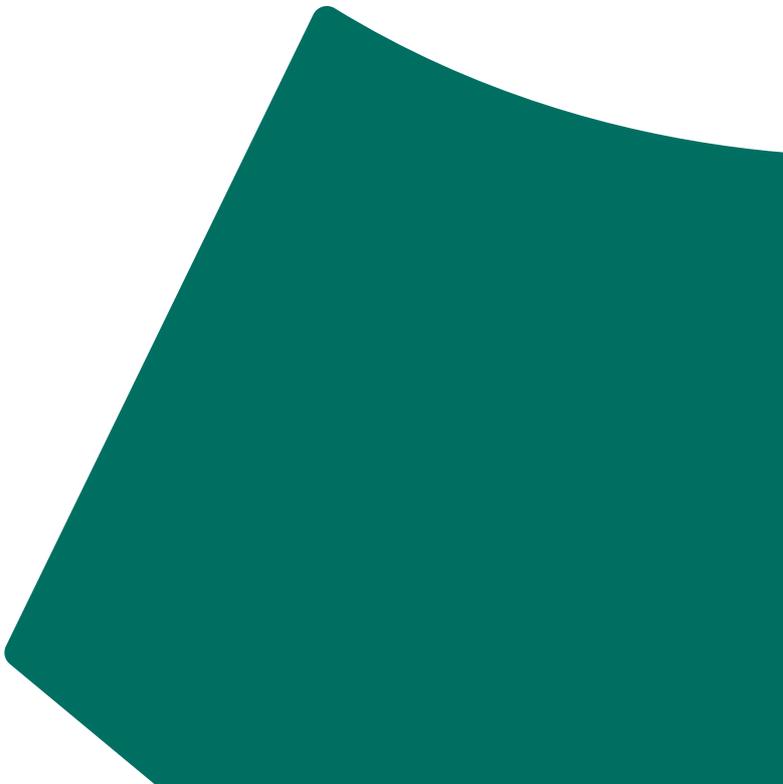


## Appendix B – Evaluation questions and data sources

Question	Data Source
How many moderators were trained?	Program monitoring data (content management system)
How many moderators completed their term?	
How many Community Spaces were held?	
How many Community Spaces users were there?	
How many Spaces chats were there?	
How many comments were made per chat?	
How many transcript views per chat?	
How many clicks per live chat? (engagement during chat)	
How many resources and stories shared did clinicians moderate?	
How many clinical support and debriefing sessions were held (per chat & in total)?	
How many resources were made available in the digital resource library?	
Has the Spaces model become more sustainable and scalable?	
What contribution was made to best practice in the sector?	
Has ongoing funding been secured for Community Spaces?	
What were the queue quitting trends during the time Spaces operated?	DH3 data & google analytics
How many users went from the Request Pool to Community Spaces (tbc)	
How many users went from a 1:1 webchat to Community Spaces? (tbc)	
What were the trends for demand for 1:1 chat during the time Spaces operated?	
How satisfied were moderators with their role?	Mid- & post- moderator surveys (SurveyMonkey)
To what extent did moderators feel supported in their role?	
To what extent did moderators feel they could effectively support young people in Spaces chats?	
To what extent did moderators feel they could effectively manage Spaces chats?	
What was the geographical location of users (postcode)?	Hot jar survey
What age were users (age range)?	
What gender were users (multiple choice)?	
How satisfied were users who participated in Spaces?	
How well did Spaces meet the needs of participating users?	

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



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



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