



headspace[®]

National Youth Mental Health Foundation

Year In Review 2017–18



Welcome

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.

Artwork by: Riki Salam

we are 27 creative

We are connected, red desert sands bring winds of change, Kookaburra calls in a brand new day, sunlight breaks through, igniting passions. Pathways lead back to Country we are complete, rhythmic sounds guide us through. Fire transforms, seed cracks, bottlebrush blossoms we are renewed, Culture is strong. Mountains form, rivers flow to turquoise seas, freshwater – saltwater. Earth is renewed seasons complete, our knowledge is shared, wisdom is imparted. This is our place to grow, we are strong, we are connected. Beginning at the centre of the artwork the 'U' shaped symbols represent two people seated talking, discussing, yarning. Surrounding them are dots that represent their lives and issues that they are dealing with both good and bad. Larger dots lead along a clear

pathway with lines radiating outward representing hope, woven lines strengthen bonds. The surrounding concentric circles represent each State and Territory where headspace is present, supporting young people to live better lives. The circles are connected, knowledge is shared, wisdom is imparted, minds are strong, Country is strong when people are strong and connected to Culture. These elements together form a map of the Human brain and also a map of Country and Culture. When your mind is Strong and your Country and Culture is strong, Cultural pathways radiate outwards and lead to and from the central motif, (Human brain) back to Country and back to Culture that renews and strengthens us.





About headspace

Each year, **one in four** young Australians experience a mental health issue, and sadly suicide remains the leading cause of death.

headspace is the National Youth Mental Health Foundation and plays a vital role in our community supporting young people and their families with mental health and wellbeing.

headspace since inception

 **446,000**

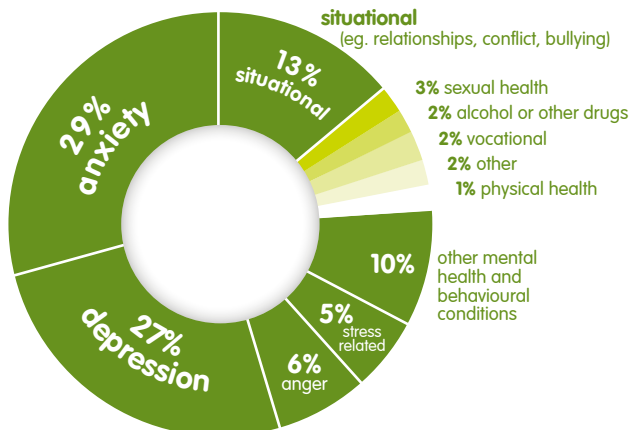
446,645 young people have accessed support through centres, online and phone services

 **2.5 million**

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

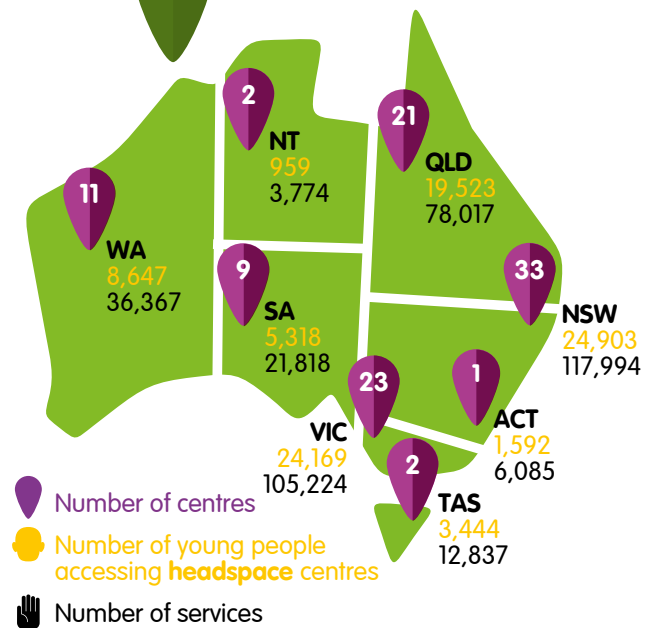
headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health

presenting issues



headspace centres 2017-18

There are **102** centres in Australia¹



¹ As at 30 June 2018 and not including satellite or outpost services

 **88,500**

88,557 young people accessed a **headspace** centre

 **382,000**

382,116 services were provided to young people through **headspace** centres

priority groups

Aboriginal and Torres Strait Islander

8%

Culturally and Linguistically Diverse

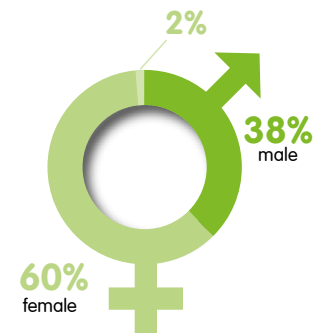
10%

LGBTQIA+

22%

gender

Intersex, Gender Diverse and Indeterminate



age

12-14 **28%**

15-17 **33%**

18-20 **21%**

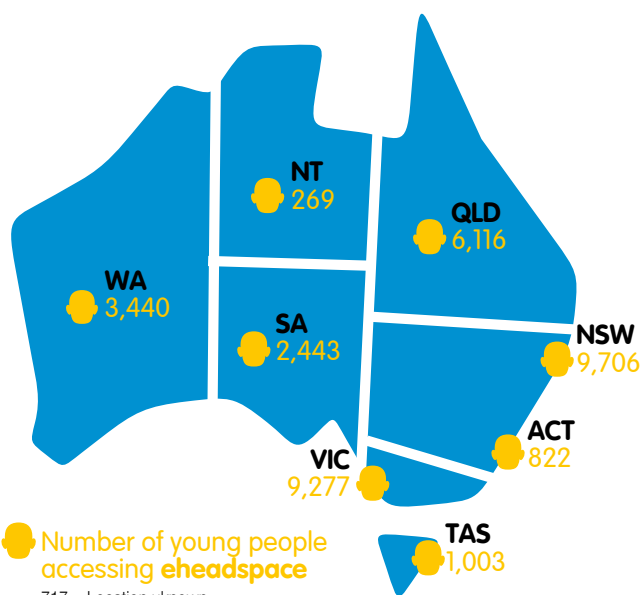
21-23 **14%**

24-25 **4%**

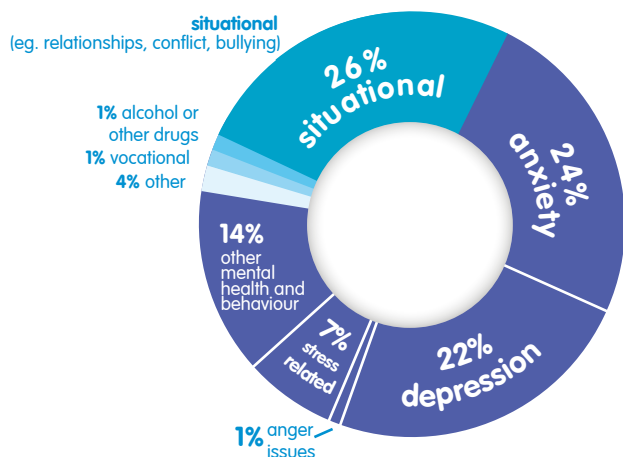
satisfaction level

 **86%**

ehedspace 2017-18



presenting issues



33,700

33,793 young people accessed online and phone counselling support

80,000

80,434 online and phone counselling services were provided

priority groups

Aboriginal and Torres Strait Islander

4%

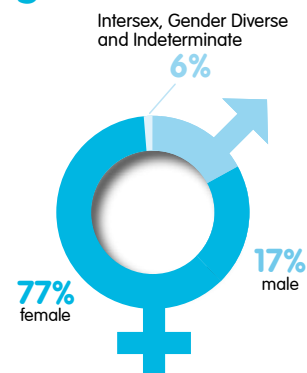
Culturally and Linguistically Diverse

5%

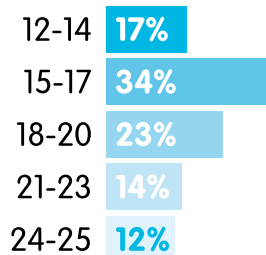
LGBTQIA+

16%

gender



age



satisfaction level



ehedspace in schools 2017-18

2,000

2,028 school communities were supported (1,578 through the National Education Initiative and 450 through the suicide postvention program)

1,800

1,887 school principals were supported and trained in mental health

digital work and studyservice 2017-18

400

402 young people accessed digital work and study support

satisfaction level



ehedspace youth early psychosis program 2017-18

2,600

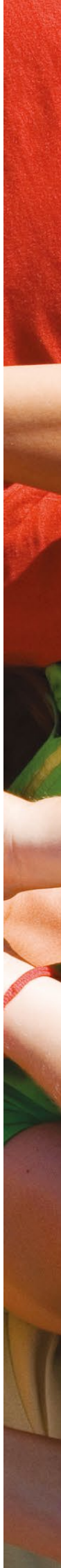
2,654 young people were supported through the program

182,000

182,871 services were provided

satisfaction level







Foreword

The headspace Board is delighted 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.

During 2017–18, **headspace** National continued to expand its role in providing national leadership to the **headspace** network of services and supporting Primary Health Networks (PHNs) to strengthen the commissioning of locally delivered youth mental health services.

Throughout the last year the **headspace** team has given priority to ensuring the best possible mental health outcomes for young people. A new strategic plan launched in November 2017 commits **headspace** National to continuing to develop and implement mental health models that are innovative and accessible. Between now and 2020 we will focus on four key areas – our approach, our services, our people and our partners – to ensure best-practice youth mental health services in Australia.

An effective, Board needs to be engaged and in touch with the services and staff it governs. This past year we have had several of our meetings at **headspace** centres in various parts of Australia. This has provided an invaluable opportunity to see **headspace** services in action and most importantly to meet with staff and the young people who they so ably and professionally support. This past year the **headspace** Board has had the privilege of hearing from key people involved in **headspace** centres in Newcastle (NSW), Melbourne (VIC), Meadowbrook (QLD) and Canberra (ACT).

A key part of these meetings has been the opportunity to hear from local Youth Reference Groups and local Family and Friends Groups, as well as core stakeholders including centre managers, lead agencies, PHNs and consortia chairs. Each of these groups play a vital role in local service delivery and provide a valued perspective on the key issues affecting young people. A particular highlight was the meeting the Board was able to arrange with 23 Aboriginal and Torres Strait Islander people working in **headspace** centres. This interaction gave the Board a clearer insight

into the ways we can attract, retain and support our Aboriginal and Torres Strait Islander workforce and continue to engage Aboriginal and Torres Strait Islander young people in key services.

This year we have partnered with many like-minded organisations to achieve great outcomes for young LGBTIQ+ people. The #mindthefacts campaign saw the nation's leading mental health organisations come together to make a positive, evidence-based contribution to raise awareness of the negative impact the postal survey was having on young LGBTIQ+ people and their mental health. The campaign highlighted the real and devastating links between youth suicide rates and discrimination against young LGBTIQ+ people. The Board is delighted and proud that a Yes vote in favour of same-sex marriage was achieved for Australia by such a large majority.

Partnerships are a key focus for **headspace**. As a Board we are extremely proud that **headspace** was named as a service delivery partner, with Early Childhood Australia, in the National Education Initiative (NEI) led by beyondblue. The NEI will support the mental health of children and young people in Australian education settings. We have also partnered with the Victorian Government on the Enhancing Mental Health Support in Schools Initiative, which provides enhanced mental health services to young people in Victorian school communities. Our ongoing partnership with Orygen, the Centre of Excellence in Youth Mental Health, enables us to work together to advocate on the latest research, evidence and clinical innovations.

In March, the Board was inspired by the range and quality of innovative work going on across the centre network during this year's **headspace** Forum. The Forum was our third and biggest to date. More than 850 people from across the **headspace** network came together to share the latest science,

technological solutions and creative initiatives to tackle youth mental health in Australia. Momentous and at times heart-wrenching work challenges and personal struggles were contained in personal stories related throughout the Forum, with young people, family members, clinicians and speakers bravely and honestly sharing their lived experiences – some upbeat and inspirational and others that made voices shake. The Forum program is a testament to the importance of the role that everyone involved with **headspace** plays in improving the mental health and wellbeing of Australia's youth.

The Board continues to work alongside **headspace** CEO Jason Trethowan, whose strong leadership has repositioned **headspace** as a key advocate for youth mental health. A newly shaped executive team provides great depth of experience and expertise.

The ongoing support for **headspace** as Australia's National Youth Mental Health Foundation is demonstrated through unequivocal bipartisan support at all levels of politics and through the attraction and retention of committed corporate partners. Their generosity helps us to access key priority markets and fund essential initiatives that benefit young people.

My fellow Board Directors, whose service helps us to achieve the best mental health outcomes for young people, continue to make the Chair role enjoyable. The Board farewelled with sadness Gabrielle Curtin, who departed the Board in February 2018, and welcomed Dr John Harvey, who joined the Board in May 2018. Our Board committees, and especially their dedicated Chairs, continue to do much of the vital governance heavy-lifting that is essential for an effective and smooth-running organisation.

The **headspace** Board remains absolutely committed to working with and for young people, to ensure all young people can access youth-friendly, innovative, culturally appropriate and best-practice mental health services. We will continue to advocate for young people to ensure youth mental health is a national priority. We will also seek to maintain solid relationships with key stakeholders in the sector to ensure our collective voice is heard. **headspace** is a world-leading and internationally recognised service that the Board is proud of and feels privileged to govern. Young people will continue to be at the heart of everything we do as we know that their experiences, knowledge and insight are the essential ingredients for a successful service.



Ian Marshman AM,
headspace Chair

Foreword

Mental health is the number one health issue faced by young people in Australia today, with suicide the leading cause of death of young people nationally.

headspace is a world-leading service with a dedicated workforce committed to providing mental health services that young people need. We are determined to break down stigma and barriers to help-seeking.

Our **headspace** centre services continue to grow, ensuring young people experiencing a tough time can access support in every state and territory in Australia. In 2017–18, over 88,500 young people accessed help through **headspace** centres and through our online and phone counselling service, **eheadspace**. As at 30 June 2018, there are 102 **headspace** centres operating nationally, with a further eight to come by 30 June 2019.

Young people and their friends and families are at the heart of everything we do at **headspace**, and their participation is paramount to a successful service. During my travels throughout the country I have had the privilege of meeting the young people connected to our services and centres. We are extremely proud to have a Youth National Reference Group made up of 20 young people from across the country. Their input, guidance, knowledge and ideas inform our work to ensure we are providing a youth mental health service that young people need and feel safe to access. Our Friends and Family Reference Group is also imperative to ensuring our service is holistic, inclusive and welcoming of the people who support young Australians experiencing a tough time.

This year we held our biennial **headspace** Forum, which brought together 850 people from across the **headspace** network to share and learn about the innovative approaches being used in **headspace** centres across the country. Young people played a lead role in the event, further highlighting the need for **headspace** services to remain contemporary and accessible. We were pleased to be joined by the Federal Minister for Health, Greg Hunt, and the Shadow Minister for Ageing and Mental Health, Julie Collins, who

recognised the crucial relationship **headspace** has with young Australians. The Forum also provided me with the opportunity to hear directly from Primary Health Networks (PHNs), lead agencies and consortia chairs about the challenges they experience in delivering local services and how **headspace** National can better support them in future.

Our focus is to ensure all young people can access **headspace** services, and we are constantly looking at new ways to expand through centres, outposts and innovative outreach services such as the one that is being trialled in the Pilbara, Western Australia. In addition, we seek to provide services and support in places where young people are, such as schools, online, local sports clubs, festivals and national sporting and gaming events.

We're also working hard to ensure our services are appropriate and suitable to all young people, and we're proud to have successfully attracted young people from marginalised and at-risk groups. Our Aboriginal and Torres Strait Islander Youth Mental Health Traineeship Program, which supports young people to undertake a Certificate IV in Mental Health, whilst providing them with paid employment, has launched into its second year. We also launched **Qheadspace**, which is an online peer support forum where young people can ask questions of trained queer peers.

As seen through our successful partnerships with Riot Games and the second season of the Netflix series *13 Reasons Why*, we have continued to build our profile as the leader in youth mental health through traditional and new channels. We have continued to develop resources that make a real difference to the mental health of young people. In October 2017, as part of Mental Health Week, we ran our **headspace** day campaign, encouraging people across Australia to share what they do to maintain a healthy **headspace**. Thousands of people took part on social media and at events held at **headspace** centres across

the country. Politicians, celebrity influencers, other mental health organisations, corporate businesses and members of the public all got on board, providing a wealth of tips and ideas for young people.

We're committed to continued improvement of our services and we listen to young people when they tell us what help they want and need. This year we completed the roll out of the **headspace** Model Integrity Framework (hMIF) across the entire **headspace** network. The hMIF was developed and implemented as a key collaborative process with centres, lead agencies and PHNs to ensure consistency and best-practice in the delivery of the **headspace** model. The process has provided unprecedented insight and learnings that will help us to build upon the services we provide to young people.

We responded when one in four young people told us they were completely disengaged in employment and education. Over the past two years, our Digital Work and Study Service has supported over 600 of Australia's most vulnerable and unemployed young people to join the workforce or find meaningful study. More than 100 young people have been matched with a mentor as part of our new Digital Industry Mentor Service, which links young people aged 17–24 with industry mentors to help them find, maintain and enjoy work.

We know that partnering with like-minded organisations is key to providing bespoke mental health services for young people, and in 2017, **headspace** was named as a delivery partner, with Early Childhood Australia, in the National Education Initiative (NEI) led by beyondblue. The NEI provides end-to-end mental health support to young people from birth through to the end of school. **headspace** will be in schools promoting the importance of prevention and early intervention, and we will continue our vital work in supporting school communities who experience suicide.

We have been delighted with the progress in building relationships with PHNs across the country. Our role has supported PHN local strategies to establish new **headspace** services and provide the best ways to use the **headspace** platform in the commissioning of services for young people.

Ensuring we have the right people who believe in **headspace's** values is imperative to our service's success. Over the last year we have sought guidance from staff as to **headspace's** future direction to ensure a happy and inclusive workforce, and have also worked to build an executive team consisting of a varied level of expertise and experience. I have full confidence in our newly shaped leadership team and wider staff to take **headspace** and its services to the next level over the coming years as the leader in youth mental health.

We are extremely grateful for the continued support of our corporate partners, whose generosity ensures we're able to deliver essential services for young people across the country. Some highlights include the ongoing support of Viva Energy Australia in supporting the development of youth mental health role models in local communities, and our ongoing relationship with the National Rugby League (NRL) aimed at stigma reduction and improving mental health literacy through grassroots clubs and at national sporting events.

A big thank you must also go to the entire centre network – the centres, lead agencies, PHNs and consortia chairs who work with constant hard work and passion.



Jason Trethowan
headspace CEO

About headspace

headspace provides a comprehensive early intervention mental health service for 12–25 year olds. We endeavour to make it as easy as possible for a young person and their family to get the help they need for issues affecting their wellbeing.

The **headspace** model understands that adolescence and early adulthood is a critical time in a person's life. Research highlights that more than 75% 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, alcohol and other drug services, and work and study support.

A national network of 102 **headspace** centres operate across metropolitan, regional and rural areas of Australia. The look and feel of **headspace** centres is designed to create an environment that young people feel comfortable to access. All services are free or low cost, confidential and youth friendly.

Young people and their families can also access **eheadspace**, a national online and telephone support service staffed by a range of experienced youth mental health professionals. **eheadspace** supports young people who aren't 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. In addition, **headspace** operates a digital work and study service providing support to vulnerable young people, and mentoring opportunities with corporate industry partners.

In 2017–18, the **headspace** in Schools team commenced work as a service delivery partner to beyondblue to develop the National Education Initiative. This service provides mental health literacy training and support to primary and secondary schools nationally as well as continuing the important work of supporting secondary schools that have experienced suicide.

The input of young people is key to the way **headspace** works across Australia, whether this is via service delivery or the development of campaigns encouraging people to seek help.



Youth Participation

Youth participation is fundamental to the delivery of quality services for young people.

Youth participation recognises 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.

headspace is committed to providing young people with meaningful opportunities to participate in policy, governance, service and program design.

headspace Youth National Reference Group

headspace Youth National Reference Group (hY NRG) enables young people to participate at all levels of the organisation. hY NRG members are typically recruited from local **headspace** centre Youth Reference Groups and are employed for an 18-month term.

The current group of 20 diverse young people were recruited in October 2017. During their tenure they have engaged in many activities. Some highlights include:

- Collaboration in the development of **headspace** campaigns, such as **headspace** Day 2017.
- Four hY NRG members were Master of Ceremonies at the **headspace** Forum 2018.
- Sharing their stories in the media and at events to reduce stigma and promote help-seeking.

Over the course of the year there was a total of 72 youth participation activities across **headspace** National.

headspace Internships

headspace Internships offer young people project-based roles to give them an opportunity to experience a workplace and help those who are looking to develop their skills and gain practical work experience.

The first round of interns (two roles) were recruited in early 2018, and the second round of internships (four roles) are due to commence in August 2018.

Youth Mental Health First Aid (YMHFA)

headspace corporate partner Viva Energy Australia provides ongoing funding to hY NRG to deliver the Youth Mental Health First Aid training project.

Two current hY NRG members have completed the Youth Mental Health First Aid Instructor training course so far. This year our two trainers have delivered the Youth Mental Health First Aid course to over 100 local Youth Reference Group members across the country.

Youth Advocates Program (YAP)

The Youth Advocates Program is a training program for young people engaged in youth participation activities at **headspace** centres. It aims to upskill young people, enabling them to talk confidently about mental health and **headspace** services, plan community awareness projects and organise events.

Family and Friends

headspace recognises the significance of family and friends in the lives of young people and is committed to ensuring they share in decisions at all levels of the organisation.

Embedding family and friends participation into the organisational structure enables **headspace** to be proactive and responsive to the needs of young people and those that support them.

Family and Friends Reference Group

Over the course of the year, we evolved our approach to family and friends' participation. The current Family and Friends (FaF) Reference Group were recruited in November 2017, and consists of a diverse group of people varying in ages, genders, localities, backgrounds, experiences and supportive relationships to young people. Some highlights include:

- One Family and Friends Reference Group member as the Master of Ceremonies at the **headspace** Forum 2018.
- Increasing participation across key national projects including the Forum working group, the Minimum Data Set review and **headspace** day campaign.
- Contribution to Family & Friends **ehespace** group chats.
- Development of **headspace's** first national Family and Friends Participation Strategy.

Resources and Tools

hannah

hannah is the digital platform that connects local youth reference groups and local family and friends reference groups with each other, and with our national reference groups (hY NRG and FaF). *hannah* has been purpose built with direction provided by young people and **headspace** centre staff. *hannah* was officially launched in early 2018 and has been well received by young people in **headspace** centres across Australia as a key collaborative platform.



Centre Network

headspace centre services continue to grow, allowing young people to access support in every state and territory in Australia. By June 2019, we will have 110 operating services with more to come!



In addition to our traditional centres, **headspace** is now expanding into harder to reach areas and areas with identified needs using satellite, outpost and outreach services. These services are connected to, and supported by, a fully operational centre and are located in areas of need that have previously had limited access to **headspace** services.

New and innovative **headspace** approaches are being trialled, with the launch of an outreach model opening in the Pilbara, Western Australia. This service will operate using all of the same core components offered at a centre. The service is designed to be totally mobile and goes to wherever the young people are – such as schools, sporting facilities or parks. The trial will run for two years and will be evaluated to help shape further offerings.

During 2017–18, in addition to the Pilbara outreach trial, another ten **headspace** services were announced and six have been launched. The focus for this group has been regional and rural areas where fewer resources are available for young people.

Launched with funding from Federal Government

- Grafton, New South Wales
- Whyalla, South Australia
- Gympie satellite, Queensland
- Hunter New England outposts operating from Tamworth, New South Wales (Armidale, Moree, Gunnedah, Narrabri)

Stakeholder Engagement of the Network

In January 2018, **headspace** National began working on the development of a stakeholder engagement strategy, which prioritises our engagement with young people and the wider centre network including **headspace** centres, PHNs, lead agencies and consortia chairs.

Between January and June 2018, we consulted extensively with each stakeholder group to determine how we can better support and communicate with each of them. Our consultation approach included surveys, face-to-face workshops, interviews and phone calls, and we had over a thousand inputs to review.

The network acknowledged the crucial role **headspace** National plays in supporting **headspace** centres to deliver best-practice youth mental health services. The key areas of focus over the next two years are:

- Implementing a mix of engagement mechanisms with a focus on face-to-face and online opportunities.
- Improving communications – between **headspace** centres and **headspace** National; and between the wider centre network.
- Creating opportunities for collaboration.
- Ongoing delivery of marketing and clinical resources for centres.
- Continued development and tailoring of training for specific roles in **headspace** centres.

The insights that have been gathered from this process have shaped the development of a stakeholder engagement framework, which will enable us to ensure our national network continues to be connected and engaged.

headspace Data

Due to the importance of youth mental health, it is crucial for headspace to collect meaningful data about the young people who access our centres, the services provided and the outcomes achieved.

We use this information to meet reporting requirements, support continuous improvement of service offerings at our centres and build a strong evidence base around youth mental health.

headspace Application Platform Interface and Minimum Data Set

The **headspace** Minimum Data Set (MDS) and **headspace** Application Platform Interface (hAPI) are the vehicles we use for this data collection.

In 2017–2018, **headspace** worked in collaboration with our centres to expand the MDS and hAPI to accommodate 15 centres who deliver the **headspace** Youth Early Psychosis Program (hYEPP). These centres provide early intervention and specialist support services to young people at risk of (or already experiencing) early psychosis. Additionally, we provided data and compliance reporting specific to hYEPP data collection and the initial extracts to the program’s evaluators.

This year also saw:

- an update of the **headspace** MDS to align with the Primary Mental Health Care (PMHC) MDS used by Primary Health Networks and the Department of Health.
- the release of additional reporting in Tableau.
- the launch of the hAPI and MDS redevelopment project (hAPI 2.0) to take place in 2018–19.

headspace Forum

In March 2018, 850 people from across the headspace network gathered at the Melbourne Convention and Exhibition Centre for the third headspace Forum. The theme was 'Possibilities'.

Participation at the Forum reflected the breadth of the **headspace** network. From centres, there were consortium chairs, centre managers, clinical leads, clinicians, general practitioners, community awareness and engagement staff, practice managers, receptionists, youth and family and friends representatives. There were also representatives from lead agencies that run centres and Primary Health Networks that commission them. **headspace** National was represented including our national programs **eheadspace**, **headspace** in Schools, the Digital Work and Study Service and the National Telehealth Service.

The Forum was hosted by three young people from headspace Youth National Reference Group and one parent from the National Family and Friends Reference Group. The hosts shared their own stories and helped connect everyone to why we do this work.

There were plenary addresses from the Hon. Greg Hunt MP, Minister for Health, and the Hon. Julie Collins MP, Shadow Minister for Ageing and Mental Health, demonstrating their commitment to **headspace**. There were also keynote addresses on the evidence base for lifestyle interventions to support psychological wellbeing.

Our formal evaluation showed that the Forum was a huge success: 94.3% of participants rated it Excellent (68.8%) or Good (25.5%).



“I enjoyed every bit of the Forum and don’t think anything could have been done better.”

FORUM PARTICIPANT
MARCH 2018

headspace Model Integrity Framework

The implementation of the first cycle of the headspace Model Integrity Framework (hMIF) across the centre network has been completed.

From August 2017 until June 2018, all existing centres in round 1 to 7 (97 **headspace** services) undertook a self-assessment and were reviewed against the evidence requirements of the hMIF by assessors from **headspace** National and the **headspace** centre network.

The hMIF ensures centres maintain the core aspects of the **headspace** model while allowing flexibility to innovate and to provide service responses for local issues.

The hMIF assessment has provided valuable insights about the current strengths of the model and what supports would be useful for the centre network to allow them to continue to develop and respond to young people appropriately. An added benefit of the hMIF is that it has helped **headspace** National to improve the targeting of training and clinical information for the centre network. It has also enabled the centre network to connect and share resources and information about how their services operate.

The hMIF implementation will now be reviewed to see what improvements can be made, including a review of the evidence requirements that test integrity to the **headspace** model.

Once the review is completed and recommendations considered, **headspace** will develop the next iteration of the hMIF, incorporating requirements for centres with additional services such as satellites, outposts or outreach for the next hMIF rollout in mid-2019.

Centres, lead agencies and Primary Health Networks (PHNs) will be involved in stakeholder consultation sessions for the review and development of the next iteration of the hMIF.



headspace Services Limited

Throughout the year the four headspace centres operated by headspace Services Limited (hSL) continued to provide quality care to young people in their local communities.

During the year each centre was assessed against the **headspace** Model Integrity Framework and all received certification: **headspace** Canberra, **headspace** Queanbeyan, **headspace** Adelaide and **headspace** Onkaparinga.

In October we celebrated the opening of **headspace** Onkaparinga (formerly **headspace** Noarlunga) at their new site in Christies Beach. We have received positive feedback from young people and their families and friends about the relocation.

Each centre participated in the showcase at the **headspace** Forum in March, and we were pleased that **headspace** Adelaide was selected as the best interactive showcase and **headspace** Queanbeyan was selected for the best new initiative in a **headspace** centre. The initiative was Dog Space, where trained dogs visit the centre on a regular basis and help to engage young people.



During the year, **headspace** Canberra received funding from the Australian Capital Territory (ACT) Government, which enabled the centre to provide a Solution Focused Brief Therapy. This therapy, known as Onespace, helps the centre to better meet the needs of young people in the ACT.

To round out the year, on 30 June 2018, we transitioned **headspace** Canberra, **headspace** Queanbeyan and **headspace** Onkaparinga to new lead agencies. Marathon Health are now the lead agency for **headspace** Canberra and **headspace** Queanbeyan, and Sonder is the lead agency for **headspace** Onkaparinga. **headspace** Services Limited remains the lead agency for **headspace** Adelaide to 30 June 2019.

headspace Programs and Services

headspace provides a range of programs and services to support young people who are struggling with their mental health, as well as providing support for family, friends and teachers.

eheadspace

eheadspace provides confidential and free online and telephone support to young people experiencing mental health issues, as well as their families and friends. eheadspace enables them to access a youth mental health professional when and where it suits them. As with all components of **headspace**, **eheadspace** offers a stigma-free, 'no wrong door' youth-focused, family inclusive approach. Vital funding secured from the Commonwealth Government during 2017 ensured **eheadspace** service delivery would continue through to 30 June 2019.

Meeting the challenges of effectively responding to high service demand, combined with high clinical acuity and complexity, is a key priority for **eheadspace**. On a daily basis our clinicians work with and support young people and families presenting with a diverse range of circumstances and needs. Demand for **eheadspace** is continuing to grow as the awareness of the service expands and community expectation of digitally accessible services grows. During 2017–18, **eheadspace** provided support to over 31,000 young people and provided close to 65,000 direct and 13,000 indirect occasions of service. In addition, 32 GroupChat online sessions were held and they have been accessed thousands of times by young people.

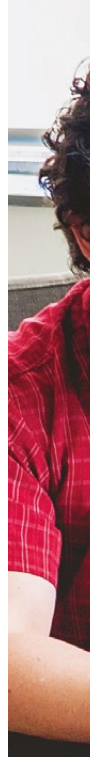
eheadspace also works to support, integrate and collaborate with the **headspace** centre network and other **headspace** National programs. One of the main ways we achieve this is through shared-care activities and referral pathways.

headspace in Schools

National Education Initiative

In 2017, **headspace** was named as a service delivery partner, with Early Childhood Australia, in the National Education Initiative (NEI) led by beyondblue. The NEI builds on several nationally funded mental health initiatives including **headspace** School Support, MindMatters, KidsMatter, Primary and Early Childhood, and Response Ability. It is designed to ensure support for the mental health of children and young people in all Australian educational settings. Launching in November 2018, the NEI will provide educators, including pre-service educators, with online access to an integrated suite of professional learning resources spanning mental health promotion, prevention, early intervention and critical incident response.

headspace and Early Childhood Australia consultants will support the implementation of the components of the NEI in schools and early childhood services in every state and territory. **headspace** will continue to provide support for secondary schools following a suicide. The NEI partnership is an exciting opportunity for **headspace** to make a difference in the lives of children and young people in schools. It expands on the previous work of the **headspace** School Support team. We are now involved in secondary schools and primary schools and we have embraced the full spectrum of mental health activities in schools beyond just suicide prevention.



School Suicide Prevention Activities

This work builds capacity and strengthens partnerships in regional, rural and remote communities to recognise, respond to and ultimately prevent youth suicide attempts and deaths. Activities include national seminars on youth suicide risk, suicide attempts, prevention strategies and the provision of resources and training for young people, their families and their communities. These activities promote available **headspace** services and complement the NEI and the regional strategies of the Primary Health Networks. These activities are funded by the Federal Department of Health and will be completed by December 2019.

State Government Partnerships with Schools

Partnerships with state governments have bolstered our approach with schools.

- The Queensland Department of Education & Training has partnered with **headspace** to prioritise and support the mental health and wellbeing of principals and school leaders across Queensland through the Principal Coaching and Support Service.
- The Victorian Department of Education & Training has partnered with **headspace** on the Enhancing Mental Health Support in Schools Initiative, which provides enhanced mental health services to young people in Victorian school communities and builds capacity and capability of the workforce in government schools. This project supports additional counselling services for Victorian students through **headspace** centres and a regional phone service. It also provides training to the school workforce to effectively intervene and support at-risk and vulnerable school students.





Digital Work and Study

One in four young people between the ages of 17–25 that visit a **headspace** centre are disengaged in employment or education. **headspace** has designed two key services to assist these young people with re-engaging with study or employment.

The Digital Work and Study Service engages with Australia's most vulnerable youth who are under-employed or unemployed. We work with them to build their skills, confidence and mental wellbeing to join the workforce or find meaningful study.

The service's unique digital delivery enables nationwide engagement including to some of the most remote parts of the country. Our work and study specialists assist young people with résumés, career planning, job search and exploration of suitable education and training options. Clinical care is integrated into the service so young people are fully supported through this time of change. In 2017–18 this service was funded by the Federal Department of Employment under the *Empowering YOUTH Initiative*. The service has supported over 600 young people in the past two years with employment and education.

The Digital Industry Mentor Service

The Digital Industry Mentor Service links young people aged 17–24 with industry mentors to help them find, maintain and enjoy work. Mentors support young people with industry specific advice around recruitment, career progression and employer expectations. All mentoring happens online so it is easy for young people to access the service right across Australia. Mentors provide an insider's perspective on the world of work and prepare young people with their first or next career step.

To date, over 100 young people have been matched with a mentor, with almost 400 one-on-one mentoring sessions held. The service is aiming to support 180 young people by April 2019. We have recruited and trained 150 volunteer mentors through program partners ANZ Banking Group, REST Industry Super, Viva Energy Australia, Jellis Craig, Funlab and nbn. Co. This service is also funded by the Federal Department of Education under the *Empowering YOUTH Initiative*.





“I think for young people a lot of the time on the job hunt at the moment, it can really feel like you’re alone... But having someone behind you, kind of cheering you on really helped.”

PARTICIPANT OF DIGITAL INDUSTRY MENTOR SERVICE

National Telehealth Service

This year has been an exciting time of service growth and development for the **headspace** National Telehealth Service with the delivery of 383 bulk-billed, primary psychiatric consultations to the rural component of our **headspace** network.

In July 2017, we commenced delivery of new service offerings to increase access to psychiatric services in rural and remote areas of Australia including:

- Provision of specialists for psychiatric advice, mentoring and clinical supervision to help build the capacity of the mental health workforce in rural and metropolitan regions.
- Provision of workforce mentoring to 100 general practitioners and practice nurses working in the Victorian Doctors in Secondary Schools Program.
- Facilitating access to primary and secondary consultations to a range of **headspace** and non-**headspace** services within the Country South Australia Primary Health Network catchment.

Our new service offerings are flexible and can be tailored to a variety of settings and commissioning requirements.

Assisting Priority Groups

headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services.

Qheadspace

Qheadspace is a project developed and delivered by **headspace** Youth National Reference Group, recognising a community need for LGBTIQ+ young people to access anonymous peer support. The online group chats offer peer support through the **ehheadspace** platform, where young people can ask questions of trained queer peers. **Qheadspace** also developed a self-care video, which encouraged young people to look after themselves during the 'same-sex marriage debate'.

Aboriginal and Torres Strait Islanders

headspace National brought together 25 members of the **headspace** Aboriginal and Torres Strait Islander Staff Network for a face-to-face workshop in November 2017. The workshop provided the opportunity for staff to network and undertake professional development in the area of Aboriginal and Torres Strait Islander social and emotional wellbeing.

headspace commenced its journey to develop a Reconciliation Action Plan (RAP) with the establishment of the inaugural RAP Working Group (RAPWG) in May 2018. The RAPWG is made up of 15 members from various teams across **headspace** National and includes representation from family and friends and young people. The Innovate RAP is expected to be finalised and launched in 2019.

Building on the success of the pilot program in Darwin, the Aboriginal and Torres Strait Islander Youth Mental Health Traineeship Program has launched into its second year. The first two trainees completed their Youth Engagement Traineeships with an additional four trainees commencing in early 2018. The program supports young people to undertake a Certificate IV in Mental Health while also providing them with paid employment, support and on-the-job experience working in a youth engagement capacity across **headspace** centres in Darwin, Broome and Townsville. The Traineeship Program is proudly supported by Future Generation Global Investment Company (FGG).

Culturally and Linguistically Diverse

headspace released a range of flyers, translated into over 20 different languages, to help culturally and linguistically diverse young people and their families to understand the services **headspace** provides. These flyers were made available in digital and print format to all **headspace** centres.



Research

headspace is committed to generating and disseminating evidence about youth mental health in Australia.

We are particularly interested in health systems research, program evaluation and understanding the needs of young people and how they can best be met through our programs and services.

During 2017–18 we continued to evaluate our major services – **headspace** centres and **eheadspace** – as well as to support the external evaluation of the **headspace** Youth Early Psychosis Program. We also conducted evaluations of:

- the Digital Work and Study Service;
- the Digital Industry Mentor Service;
- the **headspace** Forum;
- the scaling-up of Single Session Family Consultation across the **headspace** centre network.

The research and evaluation team conducted the annual Family and Friends Satisfaction Survey, which enables family and friends of young people accessing **headspace** centres to provide feedback on their experience of centre services. Nearly 2,000 people completed the survey with results demonstrating that, overall, family and friends are very satisfied with **headspace**. The survey also highlighted areas for improvement going forward, including a focus on reducing the waiting times for appointments and continuing to improve communication between **headspace** staff and family and friends supporting the young person.

We reviewed three of our key data collection tools to ensure their reliability and validity – the Family and Friends Satisfaction Survey, the Client Satisfaction Survey, and our routine outcome measure MyLifeTracker.

A wide range of research projects were supported, including: a major National Health and Medical Research Council partnership grant with Orygen to examine outcomes for **headspace** clients; a national survey of



the need for clinical neuropsychological assessment in **headspace** services; a randomised controlled trial of an integrated multidisciplinary exercise treatment to improve response for depression in young people; intentional music use to reduce psychological distress in young people accessing primary mental health care; a qualitative investigation of client and therapist perspectives of therapeutic change in young people; development of smartphone-delivered cognitive behaviour therapy strategies for mood and anxiety-related problems; and understanding what makes young people happy.

We have continued to contribute to the evidence base in youth mental health by publishing in the research literature. This has included a key journal article on *MyLifeTracker* (Kwan, B., Rickwood, D., & Telford, N. (2018). *Development and validation of MyLifeTracker: A routine outcome measure for youth mental health*. *Psychology Research and Behavior Management*. 11, 67–77.)

Clinical Practice

In 2017–18, headspace National launched the *Alcohol and Other Drugs and Sexual Health in Young People* online training module.

Training syllabus content was developed with extensive consultation between headspace National, YSAS, Deakin University, Family Planning Victoria and an expert reference group including clinicians, young people, and family and friend representatives.

The first module in the **headspace** online training syllabus, *Youth Mental Health*, has been completed by over 1,700 practitioners Australia-wide since its launch in 2016 and is considered the ‘Gold Standard’ education by the General Practice Mental Health Standards Collaboration. This standard has been achieved through a high level of interactivity, and content that includes perspectives from experienced clinicians, young people as well as family and friends. The training also includes rich multi-media elements including demonstration of key clinical skills.

The final module in the syllabus, *Developmental Disorders in Young People*, is set to launch in the second half of 2018, at which time **headspace** National will provide a total of 18 hours of free accredited online training to any GP or other clinician working with young people.

This six-hour online training course comprises an accredited Active Learning Module (ALM) and forms the second part of a three-part online syllabus developed for general practitioners and allied health professionals who work with young people. The training is accredited for Continuous Professional Development (CPD) with both the Royal Australian College of General Practitioners (RACGP) and the Australian College of Rural and Remote Medicine (ACRRM), as well as other professional bodies and is offered for free to both **headspace** employees and the broader Australian healthcare sector.

This program of work provides up-to-date, evidence-based recommendations relating to the clinical care of young people experiencing substance use and sexual health issues, and was developed in collaboration with our key educational partners ThinkGP.

For further information visit

www.headspace.org.au/health-professionals/gps-and-general-practice-at-headspace/



International Partnerships

The success of headspace has been recognised internationally and continues to gather interest, with a number of countries replicating the headspace model.

During 2017–18, **headspace** National continued the collaboration with ENOSH, the Israeli Mental Health Association, and hosted a small delegation from Israel during their Australian study tour, including attendance at the **headspace** Forum. During their stay the delegation visited eight **headspace** centres across Sydney and Melbourne, a number of local social enterprises and other Australian mental health providers.

ENOSH opened their first **headspace** centre in Bat Yam, south of Tel Aviv, in late 2014 and are working towards opening their second **headspace** centre in Jerusalem later this year.

Throughout the year, **headspace** National also hosted a number of Hong Kong-based charities working in youth mental health service delivery, providing an overview of the **headspace** model and facilitating **headspace** centre visits.

During the year, **headspace** provided support to Stanford University in California USA, who are in the process of developing services modelled on the **headspace** approach.



Brand Collaborations

headspace collaborated with Riot Games and Netflix to increase awareness of youth mental health and encourage young people to seek help.

Riot Games and headspace

In February we collaborated with Riot Games, the makers of the online, multiplayer video game *League of Legends*. Our **headspace** Round delivered content that was focused on young men maintaining their mental health and looking out for their friends when they are having a tough time. Working with the professional *League of Legends* players, help-seeking messages were delivered through video content, articles, group chats and social media posts. The collaboration reached close to 35,000 young men.

Netflix and 13 Reasons Why

In May 2018, **headspace** collaborated with global streaming platform Netflix to create safe and informative resources for young people, parents and schools for the launch of the second season of *13 Reasons Why*. Due to the global impact and difficult themes depicted in the first season, **headspace** wanted to encourage young Australians and their parents to be safe and informed before watching the show. A key aim was to support young people who may be distressed by the show's content.

Working with Netflix, three tailored resources were created to reach as many people as possible – a resource for young people that provided tips on how to safely watch the show and look after themselves, and resources for parents and schools that provided information on how to have safe conversations about the show and how to respond to each of the difficult and tough themes appropriately.

In addition to the resources, we worked with Netflix to ensure warnings and help-seeking information were included at the beginning and end of each episode. Some of our **headspace** Youth National Reference Group members also participated in the filming of a video to support safe viewing of the show. All resources were made available to the public on the *13 Reasons Why* website and the **headspace** website.



Digital Engagement



headspace proactively uses various digital channels to connect with thousands of young people, their families and friends.

The **headspace** website received 1.2 million visits during 2017–18; an increase of 17% from the previous year. This result reflects the strength of the **headspace** brand and the importance of digital channels in connecting with our audiences.

This year we had a strong focus on providing young people with broader ways to engage with the brand, not just at the point of crisis. Our content strategy pivoted towards practical health maintenance tips and a focus on symptoms that young people may be experiencing. This content allowed **headspace** to engage young people with a curiosity in health but with little interest in in-depth information.

The creation of this content, and a more data-driven approach to social media, has resulted in five times more engagement from our key target demographic of 12–25 year olds and visits to the **headspace** website referred by social media up 45%.

This year has seen higher investment in Google search and a partnership with a dedicated search agency. The results have been outstanding, with visitation from Google search delivering over 900,000 visitors to the **headspace** website.

These new approaches have been successful in reaching and engaging audiences previously unfamiliar with the **headspace** brand, with a 15% increase in new users visiting the website.

5 times higher engagement on social media between 12–25 year olds

1.2 million website visits during 2017–18

Google search delivered over 900K visitors to the headspace website

New website users increased by 15%

headspace in the News

Over the last year we have successfully secured extensive media coverage about our work with young people.

headspace National have worked with national, state and local media every day to raise awareness of our services and break down barriers to help-seeking.

Media Highlights for 2017–18

- The launch of two community awareness campaigns to promote help-seeking and mental health literacy:
 - **headspace day 2017**
 - **#mindthefacts campaign**
- Our brand collaboration with Netflix focused on the release of resources for the launch of **13 Reasons Why Season 2**
- The release of the **National Student Wellbeing Survey Report**
- The launch of the **100th headspace centre** in Broken Hill
- The launch of the **National Education Initiative** with beyondblue and Early Childhood Australia



Community Awareness

headspace released two national campaigns to increase awareness of youth mental health and encourage help-seeking amongst young people.



headspace day 2017

On 9 October 2017, during Mental Health Week, **headspace** ran the **headspace** day campaign. This was a national day of support for young people with mental health issues, encouraging them to actively take care of their mental health. On **headspace** day people throughout Australia were asked to share what they do to help them get into a good headspace. The intention was to build a mental health advice campaign generated by the public to help young people going through a tough time.

Hockeyroos star and former Olympian, Anna Flanagan, was the ambassador for *headspace day*. As a young person who has struggled with her own mental challenges, Anna's personal story added weight and a strong message to the campaign.

The campaign was symbolised with placards that enabled people to share their own personal tip for a healthy **headspace**. Thousands of people took part on social media and at events held at **headspace** centres across the country. Politicians, celebrity influencers, other mental health

organisations, corporate businesses and members of the public all got on board and participated in the campaign, providing a wealth of tips and ideas. A national event was held at the State Library in Melbourne CBD with over 200 attendees. A giant wall was set up for attendees to write their tips for a healthy **headspace**.

Results:

- **220** mentions across press, radio, TV and digital. Media highlights included coverage on *The Project*, *ABC News Breakfast* and *The Sunday Telegraph*.
- Over **1m** people reached through owned social media channels including engagement of **87,000** through likes, comments and shares.
- **6,608** visitors to the **headspace** day campaign page.
- **72%** of the general population and **66%** of young people who saw the campaign took some form of action, such as visiting the **headspace** website, sharing the campaign on social media, or speaking to a friend or family member about mental health.

#mindthefacts

On 21 September the national #mindthefacts campaign was launched as a collaboration with **headspace**, Black Dog Institute, ReachOut, Brain and Mind Centre at University of Sydney, and Orygen, the National Centre for Excellence in Youth Mental Health.

Following increasing negativity in the public debates around the same-sex Marriage postal survey, the group wanted to make a positive, evidence-based contribution to raise awareness of the negative impact the postal survey was having on young LGBTIQ+ people and their mental health.

The #mindthefacts campaign encouraged Australians to carefully consider the real and devastating links between youth suicide rates and discrimination against young LGBTIQ+ people before casting their vote.

In November the CEOs of Australia's leading youth mental health organisations issued a joint statement on behalf of #mindthefacts in response to the majority 'Yes' result of the marriage equality postal survey. The statement thanked the Australian public for voting with the facts in mind and affirmed that young LGBTIQ+ Australians would have a bright and positive future in this country, and that their mental wellbeing is a priority.

Our Partners

Our partners are our biggest supporters. They support our programs, campaigns, promotional activities and encourage their employees to give generously and volunteer.

Our partners all do their bit to raise awareness, encourage conversations and help reduce the stigma associated with mental ill health. Here are their stories.



Funlab

Since 2016, **headspace** has been the charity of choice for Funlab venues (Strike Bowling, Holey Moley, Sky Zone and Archie Brothers). The Funlab partnership not only supports **headspace** National but also engages **headspace** centres with local Funlab venues through awareness raising and fundraising activities. Here's a snapshot of what we achieved in the 2017–18 financial year:

Day of Fun

On 24 October 2017, 21 Funlab venues hosted free activities for the inaugural Day of Fun. On the Day of Fun, visitors were encouraged to make donations to **headspace**, which would be matched by Funlab Headquarters. Funlab raised \$20,300, which enabled **headspace** to increase community engagement activities to improve mental health literacy and reduce stigma about help-seeking.

30 Fun Runs

Funlab staff participated in fun runs across the nation to raise awareness of, and funds for, **headspace**. Chelsea Mannix, Chief People Officer at Funlab took part in every single fun run across all the participating states. Go Chelsea!

Mental Health Literacy Training

headspace developed and delivered Mental Health Literacy training to Funlab venue managers in Melbourne, Sydney and Brisbane. These sessions helped improve the managers' confidence and ability to recognise when a colleague may be experiencing difficulties, and knowing how to approach the person in these circumstances.



Hays

In September 2017, Hays chose **headspace** as their charity of choice based on feedback from their employees, who saw mental health as a cause that they would like to support.

Hays is Australia's largest recruitment company, with 33 offices and 1,300 staff. Each office conducts local fundraising activities, which are matched by Hays' head office. Hays' employees and clients are proving to be champion fundraisers for **headspace**. Here are just a few examples of how they're supporting **headspace**.

Canberra Golf Day

Hays Canberra held their annual charity golf day for their clients and staff to raise funds for **headspace**. The event was held at the Royal Canberra Golf Club, and was a great success!

Melbourne Trivia Night

Hays Melbourne also hold an annual fundraising event for their staff, and this year it was a trivia night and silent auction. **headspace** staff came along for some quiz fun!

WA Run for a Reason

Fun runs are a great way to raise funds for **headspace**. Hays WA staff participated in the HBF Run for a Reason – the biggest fun run in Perth.

Hays has shared our campaigns with their employees and clients. Hays' staff have also had the opportunity to volunteer and support young people through the **headspace** Digital Work and Study Service and Digital Industry Mentor Service.

Future Generation Global

Future Generation Global supports the **headspace** Aboriginal and Torres Strait Islander Traineeship Program. This program contributes to the development of a sustainable Aboriginal and Torres Strait Islander mental health and wellbeing workforce in regional and remote areas of Australia, ensuring all young people can access culturally relevant, appropriate and effective mental health services.

After the success of the pilot, the program has been extended to two additional **headspace** centres. We now have Aboriginal trainees undertaking community engagement work in Darwin, Townsville and Broome.

Jellis Craig Foundation

Since 2017, **headspace** has been a Jellis Craig Foundation Charity Partner. Staff from Jellis Craig offices are encouraged to participate in raising awareness and fundraising for **headspace** via the Jellis Craig Foundation.

This year, Jellis Craig funds supported the extension of the **headspace** Food for Thought program, which aims to increase the confidence, skills and knowledge of key staff in secondary schools to enable them to identify, intervene appropriately and support young people who may be experiencing an eating disorder. Jellis Craig Foundation funds allowed **headspace** to print over 130 Food for Thought Kits, and to deliver additional Food for Thought training sessions in Victoria.



Kmart

In 2017, Kmart began collecting donations for **headspace** through their self-service checkouts in Queensland, South Australia, Tasmania, the Northern Territory and Western Australia. From February right through to the end of October, Kmart stores were raising funds through spare change coin collection.

Kmart's community program helps young people in their communities to thrive by supporting **headspace** programs that are focused on youth self-resilience and wellbeing. During the 2017 calendar year, Kmart customers donated \$90,902 to **headspace**.

National Rugby League

headspace partners with the National Rugby League (NRL) on its State of Mind campaign, which aims to reduce stigma around mental illness, create positive discussion and connection in communities, and stimulate help-seeking behaviours by improving mental health literacy.

headspace centres support the NRL with the delivery of the State of Mind Grassroots program, which is delivered to local rugby league clubs across Australia.

Rest

Since 2013, our partnership with Rest has helped us raise awareness of **headspace** services in regional communities across Australia through the **headspace** helpdesk at Groovin the Moo music festivals.

In 2018, the **headspace** helpdesk offered festival goers a place to relax, keep hydrated and have a chat with a **headspace** volunteer. Groovin the Moo attracted 126,000

people (76% under the age of 25) across six festivals in regional Australia (Bendigo, Bunbury, Canberra, Maitland, Townsville and Wayville), making it Australia's largest music festival.

2018 was one of the most successful years for **headspace** at Groovin the Moo, providing a wonderful opportunity to connect with young people. Festival attendees regularly comment on the invaluable services provided by the **headspace** helpdesk.

**“Having headspace
there is so important.
I know how easy it is to
become overwhelmed
so suddenly and it
provides a safe place
for people to get help
to calm down.”**

FESTIVAL ATTENDEE, GROOVIN THE MOO



We thank all of our partners for their vital support for headspace.

Riot Games

headspace joined forces with Riot Games, the creators of the global video game sensation, *League of Legends*. Together, we delivered the Oceanic Pro League **headspace** Round, which was held 23 to 25 February, 2018. The aim of the **headspace** Round was to bring positive mental health messaging to the *League of Legends* community, 90% of whom are young men aged between 16 and 30. The **headspace** Round reached close to 35,000 young men.

Suprè Foundation

The Bullying Education and Prevention resources developed in partnership with Suprè and the Telethon Kids Institute continue to be delivered by **headspace** centres this year. We now have 140 **headspace** staff across Australia trained to deliver the Bullying Education and Prevention workshops.

With over 300 in-school workshops delivered to young people, the program is proving topical and popular in most communities.

The Bullying. So Not OK booklets will continue to be distributed through Suprè stores and available for download from the **headspace** website. With over 2,500 copies already downloaded, this resource is also proving popular with young people.

Viva Energy Australia

Now in our second year of partnership, **headspace** and Viva Energy Australia continue to develop youth mental health role models in local communities.

Young people in participating **headspace** centres undertook a range of training and upskilling opportunities including event management training, first aid, mental health first aid, cultural capacity, presentation skills, leadership and facilitation training. They developed and delivered events and other opportunities for community engagement, education and awareness raising.

Two **headspace** Youth National Reference Group members undertook training to become Youth Mental Health First Aid Instructors and will spend the next year delivering this vital training to young people throughout the **headspace** network.

Viva employees have supported **headspace** through their participation in the **headspace** Digital Industry Mentoring Service and Digital Work and Study program where their valuable skills, knowledge and experience has assisted in preparing young people for future study and employment opportunities.



headspace Heroes

We are fortunate to be surrounded by a strong community of green champions. Their fervour for headspace and their amazing fundraising efforts go a long way towards promoting the importance of seeking support early for mental health issues.

In 2017–18, our headspace heroes helped us raise over \$640,000. We recognise and acknowledge their efforts here.

Smileism

James & Piers

In August 2017, two mates from Sydney, James and Piers, bravely took on the challenge to ride 700km from Berlin to Copenhagen. They called their tour 'Smileism' as a nod to the power that can lie behind a smile. Both James and Piers have lived experience of mental ill health and wanted to use this tour to raise awareness and break down the stigma associated with mental ill health. They raised an amazing \$8,704 for **headspace**.

James and Piers understand that many people have their own experiences of mental health, either their own lived experience or vicariously through family and friends. At an early age, Piers had received a mental health diagnosis but he was well supported and managed to work through it. The pair understand that many young people aren't always lucky enough to have support or clear access to services. This highlighted the importance of early intervention and the important work of **headspace** that James and Piers chose to support.

Gold Coast Marathon

Sophie and Hannah

Sisters Sophie and Hannah took on the challenge of training for and running in their first ever full marathon at Gold Coast. Together they raised an astounding \$6,306 for **headspace**.

Hannah and Sophie grew up together sharing a unique bond that not many siblings have. Together they have faced both physical and mental challenges, the Gold Coast Marathon

being their most recent. Last year, after experiencing some mental health challenges, they set a goal to run their first marathon. They chose to raise awareness and funds for **headspace** as they wanted to help others facing similar challenges. They crossed the finish line together – a moment that will stay with them forever.

Not every young person has the support of family and friends. These two sisters are very lucky to have each other and **headspace** is lucky to have their support.

All Love is Equal

Mondial by Nadia Neuman

In October 2017, leading Australian Jeweller, Mondial by Nadia Neuman, launched the **All Love is Equal Campaign**, which invited Australians to celebrate and support marriage equality in the lead up to the Marriage Equality Plebiscite. Featuring real Australian couples, the campaign aimed to celebrate All Love is Equal and increase awareness of both the right to marry and the right to equality in Australia.

The All Love is Equal campaign saw 10% of sales from Mondial by Nadia Neuman's collection of wedding bands donated to **headspace**, as the Mondial brand wishes to support all young Australians who are struggling with the challenges of mental health. To date, they have raised \$7,763 for **headspace**.

THANK YOU for being our
#headspaceheroes!

Fundraising – Disbursement of Funds

In 2017–18 a Corporate Partnership & Fundraising Steering Group was established to assess, prioritise and make recommendations on disbursements from the fundraising account for headspace initiatives that require funding.



The Steering Group is Chaired by **headspace** CEO, Jason Trethowan, with members coming from the executive team, the Family and Friends Reference Group and **headspace** Youth National Reference Group.

This year, the Steering Group recommended that funds be disbursed to support the following initiatives:

LGBTIQA+ community engagement

headspace has identified the following priority groups in which young people experience greater rates of mental health issues and are less likely to seek help than their peers. One of those priority groups is the LGBTIQA+ community.

LGBTIQA+ young people are a population of key importance for **headspace** as they are at increased risk of experiencing negative stigma, discrimination and subsequent mental health concerns. Research shows much higher rates of self-harm and attempted suicide amongst this group and a reluctance to discuss issues related to LGBTIQA+ with health professionals. It is essential that **headspace** reduce barriers and make all **headspace** services attractive, appropriate and accessible for all LGBTIQA+ young people.

This year, we aimed to increase our visibility in the LGBTIQA+ community with **headspace** representation at community events such as Midsumma Festival, Pride March and Mardi Gras. We invited young people and staff from **headspace** centres to march with us, distribute **headspace** merchandise and collateral and encourage other LGBTIQA+ young people to seek help for their mental health issues.

Internships for Young People

The Internship Program offers project-based, paid internships at **headspace** National for young people who are seeking to develop their skills and gain practical work experience that will assist them in their future career search. Interns will work in a support capacity, on specific projects, adding value and fresh perspectives to teams. Teams will gain insight and input from young people, allowing another pathway to embed genuine youth participation at **headspace** National.

headspace Stories

It is so valuable to have personal stories from young people shared with the community. These stories encourage other young people who might be having a tough time to speak out and seek help.

Young People's Stories

Niharika, 22

I started realising there was an issue as I came out of high school. The breakdown of relationships with the people around me, along with pressure I put on myself to keep it together for everyone else started taking a toll. In 2015, I found myself under surveillance by the CAT (Crisis Assessment Treatment) team in the closest major hospital, for suicidal tendencies. This was after years of built-up depressive and anxious tendencies and associated destructive behaviours.

I had to take a more determined approach for seeking help and with the help of headspace, I did.

I started seeing a psychologist at headspace, meditating and slowly getting my life back on track. Although a lot of the external issues prevailed, I found my strength growing and I was coping with them a lot better.

If I could give one piece of advice to my younger self, it would be to reach out for help a lot earlier. Having a happy, healthy mindset should not just be a priority when your condition is deteriorating but rather, every day.



Mason, 18

Growing up, school was not a happy place for me and things were tough in grade 4 and I started getting bullied. By the time I was in grade 7, I was bullied to the point of having anxiety attacks, and I was suffering from depression. I was not attending school for a while with a recommendation from my doctor. I was a sad and lonely boy.

One challenge I had to face was dealing with my lack of confidence and self-worth when I was younger, because of circumstances beyond my control. What I learnt was that I am a pretty decent person, and I think helping other young people was actually what helped me the most.

headspace has helped me to find myself and find value. I had been mostly let down by adults over the years, so finding a safe place where I could trust people was really important to me. headspace is such a huge part of my story and my life, so much so, I can't really tell my story without talking about what headspace did for me.





Elvis, 24

I had a hard time growing up as I was quite overweight during school, and I didn't have a solid father-figure in my life. That being said, my mother and sister were my strength. I couldn't have asked for a better family unit.

When I was 18 I suffered a major spinal injury, which left me having to go through intense physiotherapy to help me walk properly again.

I had an awful time at high school and not getting into university, I went from job to job, without much direction and with poor mental health.

After getting into university I decided to face many of my mental demons. I experienced anxiety because I had a hard time balancing the workload and concentrating.

My psychologist had diagnosed me with generalised anxiety disorder and panic disorder but I was soon to be diagnosed with something called Cerebellar Ataxia by a neurologist. Basically the part of my brain responsible for coordination wasn't doing its job! This was also really hard, but through patience and practice, it's getting better.

My girlfriend actually recommended I check out **headspace** Bondi Junction to help with my mental health issues.

headspace was also there for me when my mother found out she was sick. They helped me and, in turn, helped her. I'm thankful for the support **headspace** has given me and I'm truly who I am today thanks to them and what I've gone through.

If I could tell my younger self anything, it would be to love yourself. There's no point being your own worst enemy. I would say, "Elvis, you are destined for greatness, and your real friends will help you make it there."

Domina, 20

I experienced mental health issues at a young age and it was amplified from trauma I faced in my late teens. I realised I needed help and started reaching out with the support of my school and friends at the peak of when things were tough. After getting help from the school counsellor, I was initially very hesitant to seek help from outside of them – it suddenly made it all too real and serious, and really felt like something was wrong with me.

My mental health issues were affecting my school life and my grades, which is why my incredible school referred me to **headspace**.

headspace has supported me when I sought help from clinicians and also through group therapy. All options that were the best for me at the time have helped me through this recovery process.

To help take care of my mental health and wellbeing, my self-care regime consists of nice-smelling bath products, cups of tea, books, a music playlist and the sun outdoors.





Friends and Family Story

Sharene Dearlove

Sharene Dearlove had no idea her daughter, Morgan, was going through a mental health crisis.

“One day she broke down sobbing and just couldn’t bring herself to face going back to uni,” Sharene said.

“Morgan is the cruisey one of the family, the compassionate one, the one who looks after everyone else and we did not see this coming.”

Morgan, 20, grew up in Port Augusta, SA, and was studying to become a disability development educator.

But in April 2014, everything started to feel overwhelming.

“She didn’t feel she was succeeding in the course and I suppose part of that came from her belief it wasn’t the course she thought she should be doing,” Sharene said.

“The self-doubt came and it wheedled its way under her defences.”

Unsure how to help her daughter, Sharene called **headspace** for advice and Morgan was quickly set up with ongoing support and care from clinicians and counsellors.

The **headspace** team looked after the whole family, providing detailed information on all the treatment options available and connecting Sharene to parenting courses for support. Staff even organised appointments with counsellors at Morgan’s university to help get her back to her studies.

“headspace has been really inclusive of us as a whole family, even including my youngest daughter in a couple of sessions just so that she’s on the right wavelength with everything that’s frustrating her as well”

SHARENE

“It’s a whole family thing you’re dealing with. It doesn’t just affect one person.

“As a mother you want to be able to fix everything yourself but my advice to anyone is to go and get help.”

Morgan is now recovering at home, with regular support from a headspace counsellor.

headspace former CEO Chris Tanti said Morgan and Sharene’s experience highlighted the important role parents play in supporting their children to seek help.

“Knowing the signs and symptoms that something might be wrong and then taking the next step and getting help is vital,” Mr Tanti said.

“Parents don’t need to be able to solve everything but noticing changes and signs that something isn’t right is a good first step.

“If you notice your child has become withdrawn, stopped doing the things they usually enjoy, seem down, worried or irritable, there is help available.”

For Sharene, one of the best features of the service was the fact that it was clearly geared towards young people.

“They gave us access to a complete suite of medical and support services, but also to doctors who knew how to talk to Morgan. It can be hard to find a clinician who is young person friendly,” she said.

“You know that you can go to **headspace** and the kids are being looked after at a level that they need to be looked after and being asked the questions they need to be asked.

“**headspace** is somewhere my daughters feel comfortable and feel like they belong. To get kids to go to a service like that can often be really hard work. I’m lucky that my daughter was receptive and that we had a **headspace** service in our town.”

Reflecting on her family’s two-year journey with mental health issues, Sharene urged other parents to seek advice early and not expect a quick fix.

“Expect swings and roundabouts, expect the highs and lows, and don’t always expect, like I did, that first visit will get it sorted. Just take it as it comes,” she said.



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National Youth Mental Health Foundation



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