



**headspace**

National Youth Mental Health Foundation

# **Charting the space of youth mental health**

University of Sydney Business School  
Case Competition 2020

# Contributors

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Presented by Sydney Consulting Club.



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# Introduction

As Australia's National Youth Mental Health Foundation, headspace supports young people who are experiencing challenges surrounding their mental health. From depression and anxiety, to relationship breakups, to alcohol and other drug issues, headspace provides a diverse range of youth-tailored services that recognise that more than 75% of mental health issues develop before the age of 25. Since 2006, headspace's focus on early intervention serves to address this critical gap by providing individualised and holistic mental health support to young people aged 12-25.

The headspace National Office, led by CEO Chris Tanti, oversees headspace centres, eheadspace and headspace School Support. Tanti has worked hard to ensure that headspace is committed to widespread community engagement by maintaining a strong public voice and presence. In light of this, especially in more recent years, headspace's 'We've Got Your Back' motto has been actioned as Tanti spoke up about a

diverse range of topics from youth suicide to education, bullying, stress and body image.

As a government-funded organisation, 2010 marked a significant year for headspace as it gained a significant increase in funding from the Commonwealth Government, providing headspace with \$80 million per annum to strengthen their existing services and expand their number of centres to 100 by 2015/16.

headspace has played a crucial role in improving young people's employment outcomes, resulting in a GDP increase of \$18 million in 2019, and an average \$450 million worth of benefits from net gains in wellbeing annually. The value of young lives saved through headspace is estimated between \$31.2 million and \$49.4 million on average annually. Overall, Deloitte Access Economics estimates that activities through headspace contributed around \$230 million to Australia's gross domestic product (GDP) in 2018–19.

headspace has helped thousands of young Australians every year through their headspace centres across 124 communities, as well as through their online and phone counselling services, their vocational services, and through their presence in schools. Physical centres are located in areas with the most need for youth mental health support, while eheadspace services have been working to increase widespread accessibility to mental health support across both remote and metropolitan areas. headspace's national telehealth service have become particularly crucial and effective in the context of the COVID-19 pandemic. With its localised and accessible model, headspace seeks to meet the needs of diverse hard-to-reach young people, many who are overrepresented in Australia's mental health statistics and yet less likely to seek the help they need.





## The Question for You

Currently, headspace is at the frontline of protecting the mental health of Young Australians. headspace has been equipped with greater government funding, and have been upscaling their eheadspace and national telehealth service, as well as continuing to tailor their existing services to the needs of young people during this COVID-19 crisis. However, with the overwhelming demand for mental health support in such a critical time, what's next for headspace? How can they best improve their services (e.g. choose two) in the short-term to mitigate the devastating mental health impact of COVID-19?

## The impact of COVID-19

COVID-19 has not only brought serious challenges to mental health, but also to the economy as we come to deal with the impact of lost productivity associated with poor mental health, where young people are most at risk. Associate Professor Atkinson, head of USYD's Brain and Mind Centre reported that the "projected cumulative cost of lost productivity associated with mental ill-health and suicide of five years is estimated to be \$114 billion" (Reiner, 2020). Thus, it is crucial to prompt action to cushion the ramifications of an unstable economic and mental health landscape. One such intervention is increasing access to mental healthcare and ensuring that young Australians have psychological and cultural safety in this turbulent time.



It is also important to consider the feasibility of measures such as direct funding and employment. For instance, it was found that of the interventions tested, employment programs like JobKeeper were most effective in mitigating the adverse mental health impacts of COVID-19. It is projected that approximately 388 lives are to be saved by extending Job Keeper to May 2022, where 82 of those lives will be young people (Reiner, 2020). This may be a crucial consideration for headspace in light of how they may assess whether to upscale and expand their employment and work support through existing vocational services.

Importantly, it was also found that upscaling telehealth and post suicide assertive aftercare, as well as significantly increasing community-based specialist mental health services capacity are projected to deliver the greatest impact, besides extending JobKeeper until May 2022 (Reiner, 2020).

## CORE VALUES



### **Compassionate**

We are caring, focussed and respectful of others.



### **Inclusive**

We value a diversity of opinion and background.



### **Responsive**

We are agile, flexible and move rapidly.



### **Passionate**

We care about what we do and enjoy what we do.



### **Leaders**

We are innovative, thought leaders and valued partners.

## The Headspace Model

headspace operates as the core youth-specific mental health organisation through its effective 'national-yet-local' model. Its accessible services with a strong network of centres, online presence and national programs have reached over 520,000 young people since its inception in 2006. Its nationally trusted brand is attributed particularly to its evidence-based model of care that has been developed and adapted with young people to provide a holistic integrated model for Australian youth mental health. It recognises that the experience that young people have with mental health is unique, that their help-seeking is fragile and improved outcomes have a lifetime benefit.

## Reach and Demographics

headspace's priority of accessibility through national delivery of its localised approach allows for it to have a significant reach to young Australians. Since its inception in 2006, headspace has provided over 520,000 young people, aged 12 to 25 years, with close to 3 million face-to-face and online services. Furthermore, 15.4% of all Australian young people with a mental health issue were found to have accessed headspace services and programs in 2018-19. The following figures illustrate the reach of headspace across its services in headspace centres, eheadspace, headspace Early Psychosis, headspace Schools and headspace Work and Study.



## headspace centres

### Access

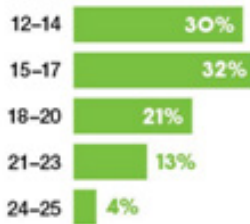


**99,892**  
young people  
accessed  
headspace centres



**426,135**  
services provided  
to young people

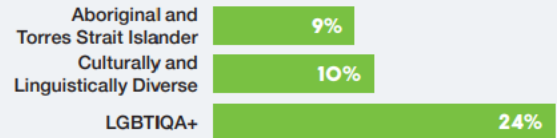
### Age



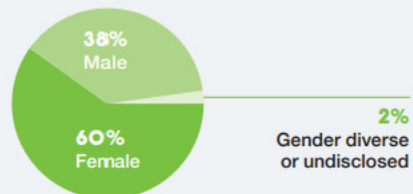
### Satisfaction



### Priority groups



### Gender



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

## eheadspace

### Access

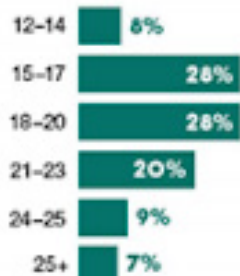


**32,142**  
young people  
accessed online and  
phone counselling



**82,722**  
services  
provided to  
young people

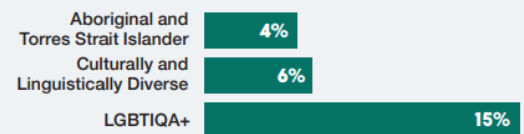
### Age



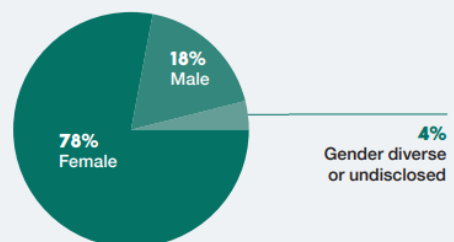
### Satisfaction



### Priority groups



### Gender



## headspace Early Psychosis

### Access



**3,077**

young people accessed the service



**296,539**

services provided to young people

## headspace Schools

### headspace Schools 2018-19



**35,905**

students engaged

**4,395**

school principals, leadership and wellbeing staff supported and trained

**2,828**

school principals and leadership

**1,567**

educators and wellbeing staff

## headspace Work and Study

### headspace Work and Study 2018-19



**567**

young people accessed the service



**88%**

satisfaction



**160**

young people accessed the service



**97%**

satisfaction

### Career mentoring with work and study

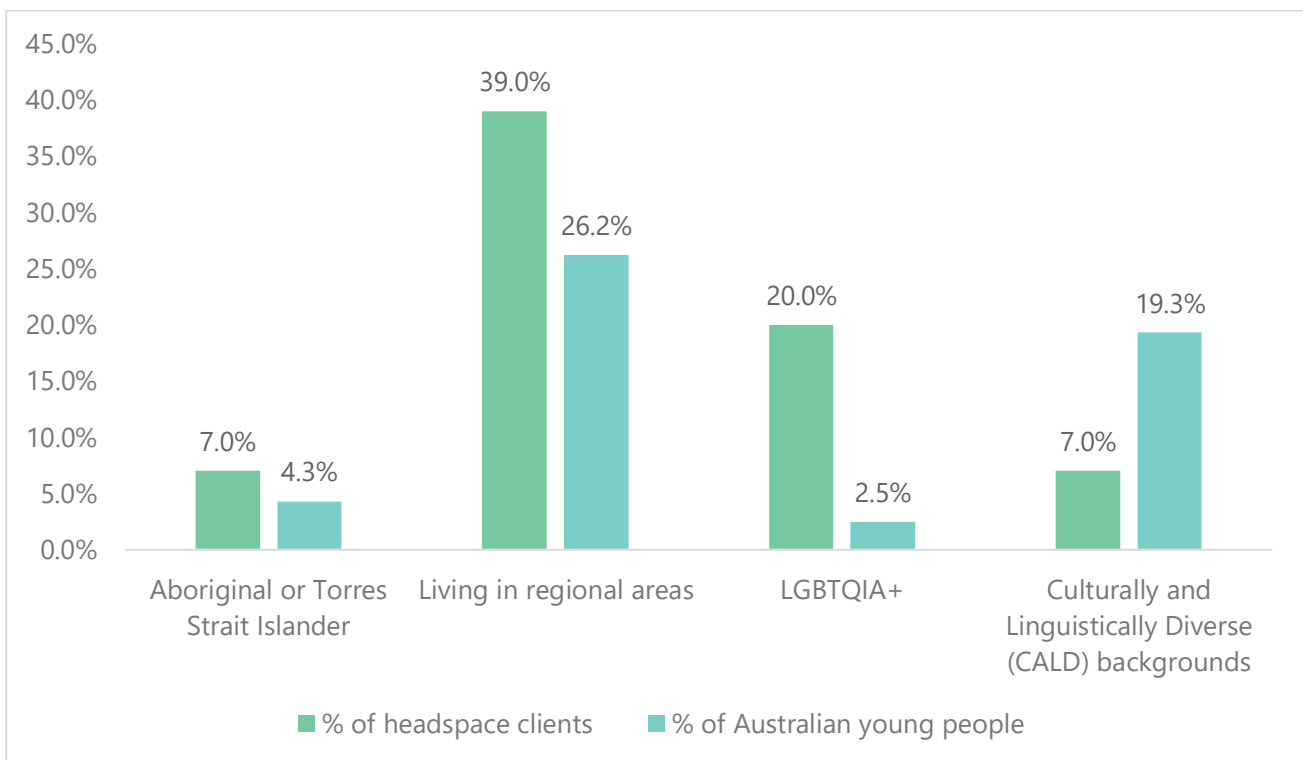
“It was an easy, and kind way to seek help and begin my track between different services to get the help I needed. I knew something was wrong but I didn’t know where to start. headspace was that starting place.”

– young person, anonymous

headspace places a particular focus on the diverse needs of hard-to-reach young people, many who are overrepresented in Australia’s mental health statistics and yet less likely to seek the help they need. In 2018-19, headspace has supported young people from key priority groups:



Comparing the engagement of priority groups in headspace centre services relative to the Australian population provides a key indication of the accessibility of headspace’s services.



# Services

headspace provides the only holistic integrated model for youth mental health in Australia that is free or low cost. This ensures that its services are as easily accessible as possible and is especially significant to overcome the heightened cost barrier of young people, which prevents twice as many 15-24 year olds with a mental health condition from seeing a GP because of cost barriers compared with those without a mental health condition. headspace's platform of services includes:

## **ehespace:**

nationwide clinical mental health support online and via telephone from qualified mental health professional 7 days per week, 365 days per year between the hours of 9.00am and 1.00am

## **national telehealth service:**

video consultations with highly-skilled psychiatrists to cater for 12-25 year olds in regional and rural areas with access

## **headspace early psychosis:**

14 centres providing specific services for young people experiencing early psychosis in six headspace clusters

## **headspace centres:**

112 headspace centres across Australia that provide local, place-based youth mental health services aligned with community need

## **headspace schools:**

initiative funded by the Department of Health to provides postvention support to schools affected by the suicide of a student

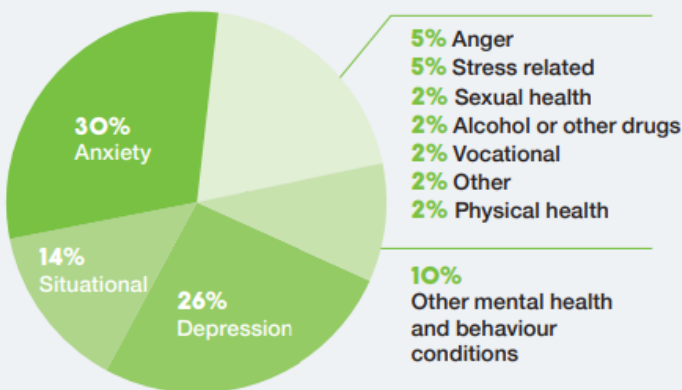
## **headspace vocational services:**

enhanced education, training and employment support for young people experiencing mental ill-health through the Individual Placement and Support (IPS) model and the online Digital Work and Study Service (DWSS).

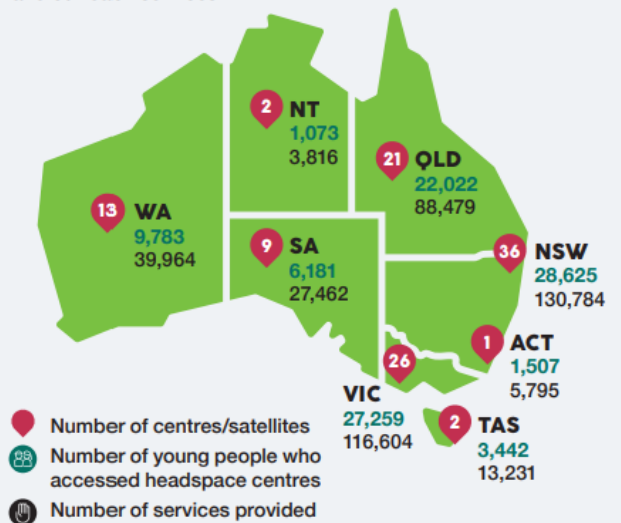
# headspace Centres

headspace’s primary service is their locally-tailored, place-based Centres that seek to be the one-stop-shop for young people who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support. These centres have a high reach of young people, including many who report high levels of psychological distress at their first visit (74.2%). Their net gain in wellbeing – considering young people who improved their levels of psychological distress experienced a decline or remained the same over the course of their treatment at a headspace centre – is estimated to be worth \$2.2 billion over the last five years.

## Main issues



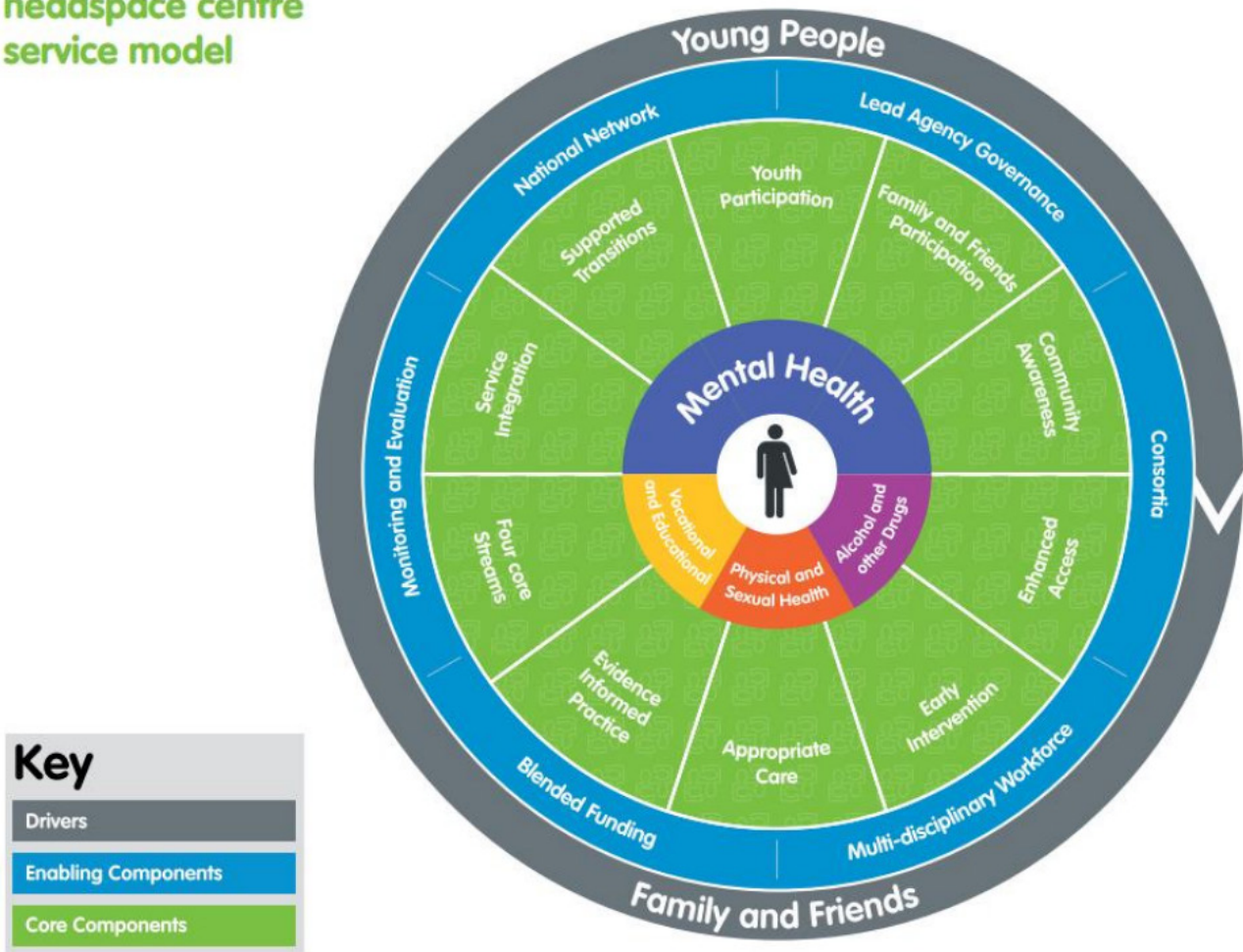
There are **110** centres across Australia in metro, regional and rural areas. We also have a number of satellite, outpost and outreach services.



With 112 centres across Australia, headspace’s physical network is nationally the largest of its type. Its national-but-local model allows each centre to develop their own evidence-informed interventions contextualised by the needs of its local community, while drawing on national resources that create efficiencies and scale. In order to provide for consistency and ensure high-quality standard across centres, headspace adheres to a national 16-component Model Integrity Framework that outlines the key components that each centre is responsible for delivering.

Figure 8: headspace Model Integrity Framework

headspace centre service model



“Going to headspace was literally a turning point in my life... I can barely describe the change in my day to day thinking and mental health. Yes I still have bad days, but it’s just that: a bad day. Tomorrow is another one. And the fact that I learnt to do this self sufficiently. I went from trying to [take my own life] and being an absolute emotional mess with no hope to just enjoying every day and being at peace.”

– young person, female, 23 years

In order to ensure headspace tailors its services to the needs of the local community, each centre operates autonomously and is led by a local lead agency that is an independent service provider with local community connections. Each centre also employs its workforce from the local community and has its own local Youth Reference Group that embody as media spokespeople and community engagement representatives, support local projects and participate in focus groups and consultations to help curate headspaces’ services. The delivery of a localised, place-based service is also supported by a consortium of local service providers who ensure the centre meets community needs. On the other hand, headspace also provides essential support to local stakeholders, such as Primary Health Networks, lead agencies, GPs and education providers.

Table 1. headspace centre – local stakeholders

Stakeholder category	Examples
Commissioners	<ul style="list-style-type: none"> <li>● Local Primary Health Network (which administers the funding for each centre, contracted through the Lead Agency)</li> </ul>
Health and social services	<ul style="list-style-type: none"> <li>● General practice</li> <li>● Other local and state mental health organisations and support services, such as Child and Adolescent Mental Health Services (CAMHS), Alcohol and Other Drugs (AOD) services</li> <li>● Other services provided by the Lead Agency operating the headspace centre</li> </ul>
Community and tertiary organisations	<ul style="list-style-type: none"> <li>● Community health organisations including Aboriginal Controlled Community Health Organisations (ACCHOs)</li> <li>● Consortium partners who provide the governance and support for local headspace centres and include::               <ul style="list-style-type: none"> <li>- state and local government, and not-for-profit providers delivering services focused on mental health and broader health, AOD, physical and sexual health, domestic and family violence, youth, homelessness, and others</li> <li>- vocational education and training providers</li> <li>- schools and universities</li> <li>- local businesses</li> <li>- local police, council</li> </ul> </li> </ul>
Ecosystem (education, employment, society)	<ul style="list-style-type: none"> <li>● Schools, universities and TAFE</li> <li>● Vocational education and training services</li> <li>● Employment providers</li> </ul>

## headspace Centres Case Studies

### Metropolitan Centre: Bondi Junction

headspace Bondi Junction has a strong focus on involving the community and bringing young people the services they need to them, when they need them. This includes:

- providing mental health first aid training to Bondi Surfing Club
- building mental health literacy in local schools
- working collaboratively with local LGBTIQ+ organisations to deliver free support training
- attending and assisting with clinical review meetings of their local tertiary child and adolescent mental health service (CAMHS) to address the challenges as young people with more complex mental health issues transition between services

By creating a safe space within their centre, headspace Bondi Junction facilitates service delivery and stronger referral pathways for visiting primary and tertiary health service providers such as:

- a weekly psychiatrist to support gender diverse young people
- a funded exercise physiologist
- regular bulk-billed GP services

*“You don’t really have that worry of how they are going to see you when you come in... because they just accept everyone equally and assist everyone.”*

*– young person, male, 18 years*



## **Regional Centre: Grafton**

### **Youth suicide**

headspace Grafton is integral in setting up community-driven wellbeing initiatives to address the higher-than-state average rate of suicide in the area. The centre encourages community involvement through community interviews to identify risk and protective factors and existing mental health and wellbeing strategies, workshops to commence development of local strategies and the development and implementation of the 2016–2018 plan for improving mental health and wellbeing in the area.

Particular criticisms in the area were directed to local schools for not providing sufficient support for young people at risk. In response, headspace Schools is very active in this community and there is continued postvention support with the secondary schools. Currently schools across the Clarence Valley are working toward positive mental health and have moved away from the recovery phase.

### **Aboriginal and Torres Strait Islander young people**

Grafton makes it a priority to collaborate with local Aboriginal and/or Torres Strait Islander communities, which is done with Aboriginal Elders, Aboriginal and Torres Strait Islander services and land councils. headspace Grafton works with Aboriginal Elders to promote mental health awareness, roll out specific men/women groups in Yamba and run mental health awareness training for Aboriginal Elders. headspace Grafton also chairs the Aboriginal Medical Services (AMS) which provides health services to the Aboriginal communities of the Grafton & Casino areas.

### **Bushfires**

headspace Grafton was established as one of the main evacuation sites in the recent bushfires, greatly impacting the Coffs Coast community. Community members made donations of food, clothing, supplies and stockfeed to the Centre before distributing to affected residents. headspace Grafton, while continuing to roll out their regular service, provided additional support for young people greatly impacted by the disaster.

## eheadspace and national telehealth service

During the pandemic, telemental health services are both feasible and most appropriate as measures to support patients, family members, and health service providers. Communication methods such as videoconferencing, online forums, smartphone apps, text-messaging, and emails have all shown evidence of their effectiveness when it comes to the delivery of mental health services (Zhou et al., 2020). The key benefit of such an expanded telemental health service is ultimately that it reduces in-person contact, reducing the overall risk of noninfected but susceptible patients. In the hopes to reduce the widespread mental health burden that COVID-19 poses, fast and reliable communication is virtual, especially when people are isolated. However, it is also important to recognise that these services should cater to both short-term and long-term mental health needs, not only existing as a COVID-19 anxiety specific hotline

TELEMENTAL HEALTH SERVICES	TARGET MENTAL HEALTH PROBLEMS	TELEHEALTH MODALITIES
Betterhelp <a href="https://www.betterhelp.com/">https://www.betterhelp.com/</a>	Depression, stress, anxiety, anger, grief, etc.	Text messaging, chat, telephone, videoconferencing, etc.
Black Dog Institute <a href="https://www.blackdoginstitute.org.au/">https://www.blackdoginstitute.org.au/</a>	Depression, bipolar disorder, anxiety, suicide and self-harm, post-traumatic stress disorder, etc.	Websites, mobile apps
Moodgym <a href="https://moodgym.com.au/">https://moodgym.com.au/</a>	Depression and anxiety	Online self-help platform
E-couch <a href="https://ecouch.anu.edu.au/welcome">https://ecouch.anu.edu.au/welcome</a>	Emotional problems	Online self-help platform
Beyond Blue <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>	Anxiety, depression, and suicide	Online forum
Headspace <a href="https://headspace.org.au/">https://headspace.org.au/</a>	Anxiety, depression, eating disorders, trauma, etc.	Online group chat, e-mail, telephone
RUOK <a href="https://www.ruok.org.au/">https://www.ruok.org.au/</a>	Suicide	Psychoeducation about how to ask each other about ups and downs

Table 1. Examples of Community Online Mental Health Services Available in Australia (Zhou et al., 2020)

With increased government funding to mitigate Covid's mental health impact on young Australians, headspace has expanded their telehealth services to accommodate the greater demand. Based on a May 2020 survey that 1,205 young people completed after having received support via telehealth, it was found that:

94% of those who received services via telehealth agreed that they had a positive experience with headspace

79% agreed that the mode of service they received was suitable for their needs

71% of young people who had their session by video indicated that they would be likely to use video support in the future

By the start of April 2020 the proportion of headspace service nationally that were delivered in-person were reduced from 93% to 14%; services provided over the telephone increased from 6% to 64%; and those provided online increased from 1% to 23%

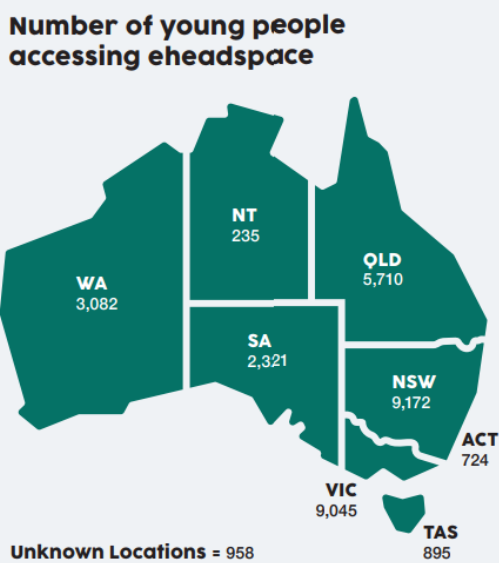
While the experience of telehealth was overwhelmingly positive, findings also show that telehealth does not accommodate all young people, and thus in-person services at headspace centres remain highly valued. For instance, while 71% of young people agreed that they were not concerned about privacy, some indicated that they did not have an appropriate safe and private space at home to conduct their session. Furthermore, other disadvantages of telehealth can include the technical and non-technical disruptions (e.g. interruptions from family members), and the increased difficulty of establishing interpersonal connections online or through the phone. Therefore, the safety and comfort of headspace centres still remain to be important for many young people.

*“ I prefer going to an environment that feels like a safe space rather than being surrounded by my own personal issues. My home environment adds to my emotions.”*

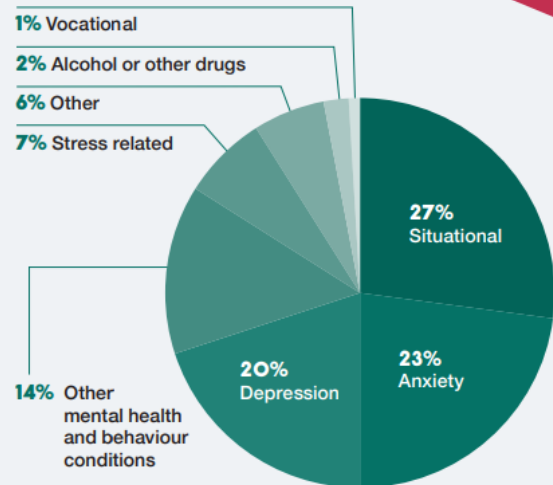
*– Female, 23*

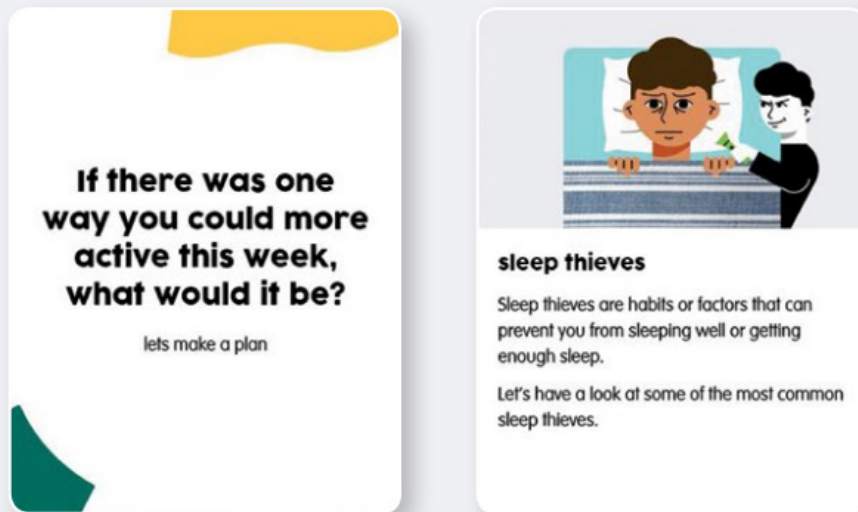
## eheadspace

eheadspace is a national and telephone support service for young people aged 12-25, providing them with confidential, free and secure space where they or their family can web chat, email or speak on the phone with a qualified youth mental health professional. While young people may contact eheadspace if they are experiencing poor mental health, feeling isolated or alone, or need advice, eheadspace is not a crisis service. eheadspace works to create greater access to mental health support for young Australians, as eheadspace email, web chat and phone support provides flexible ways for young people who have geographical or travel barriers preventing them from visiting a headspace centre, or don't feel ready to visit a centre, to get the help they need. Furthermore, to ensure an greater inclusive access to mental health support, eheadspace aims to provide improved access for young people who are known to be less likely to use traditional services: young men, the LGBTI community, Aboriginal and Torres Strait Islander peoples, immigrants, homeless people, and rural and remote young Australians.



### Main issues





eheadspace can provide esupport or etherapy depending on the needs of the young person. Interventions offered by eheadspace’s qualified youth mental health professionals are based on assessment, formulation and shared decision making. During 2018 – 2019 eheadspace provided support to over 32,000 people, and have continued to expand the opportunities for young people and families to engage with great resources. For example, they have implemented some major changes to their online stepped care approach.

- **No wrong door:** always ensuring that a range of resources are available across the website to complement the support that headspace’s clinical team provides everyday.
- **A single website:** eheadspace was integrated into one headspace website to provide easy access - people can simply come to headspace.org.au to find information and resources, while also accessing dedicated support through eheadspace and headspace Work and Study.
- **Interactive content - Decks and Spaces:** ‘Decks’ provide interactive self-guided content to encourage active and meaningful reflection, skill building, and setting meaningful goals. Whereas, ‘Spaces’ allow young people to create their own private space on the website which they can fill with helpful resources.

## **national telehealth service**

headspace's Telehealth enables young people in regional and rural areas to access high-skilled youth mental health professionals, and psychiatrists via video consultations. Since 2015, this telepsychiatry service has been accessible as a MBS bulk-billed assessment, for diagnostic and management advice. For primary consultations, once a young person is referred by headspace or their GP, a video consultation with an appropriate psychiatrist is arranged. The national telehealth service also provides secondary consultations by providing access to a psychiatrist for individualised and tailored support - including case review, treatment plans, clinical review or supervision. People or small groups working for headspace or other registered services can access these secondary consultations on a short-term or ongoing basis.

## headspace early psychosis

headspace offers free and confidential support for young people who are experiencing an early episode of psychosis or are at risk of developing psychosis. In particular, the program focuses on early intervention, providing young people and their families with timely access to specialist support. During 2018–19, headspace Early Psychosis provided 296,539 services (direct and indirect) to 3,077 young people across the 14 headspace centres delivering the program. headspace centres delivering the early psychosis program are equipped with specially trained staff to help young people and their families.

As part of the program, young people can access:

- Specialty trained mental health professionals
- Support to help them get back to study or work
- Support with everyday life skills, e.g. shopping, travelling
- Creative therapy e.g. art or music groups
- Social group activities (e.g. cooking, going to the movies) with other young people who have had similar experiences.

There are a range of illnesses that have psychotic symptoms, including:

- brief psychotic disorder
- substance/medication-induced psychotic disorder
- bipolar disorder
- major depression with psychotic features
- delusional disorder
- schizophrenia.

*“ I prefer going to an environment that feels like a safe space rather than being surrounded by my own personal issues. My home environment adds to my emotions.”*

*– Female, 23*

## headspace Schools

headspace provides youth-specific mental health education tools and access to mental health specialists for young people in primary and secondary school students across the spectrum of prevention, early intervention, and postvention of suicide.

headspace in Schools (formerly known as headspace School Support) program was the first of its kind worldwide established to support schools following a suicide in their local community. The program provides capacity building across schools to support them to better understand suicide behaviours as well as how to respond effectively post-suicide.

### **Be You**

headspace is the delivery partner of Be You for primary and secondary schools across Australia. Developed by Beyond Blue in partnership with Early Childhood Australia and headspace, Be You is a national initiative for educators, aimed at promoting and protecting positive mental health in children and young people. Be You integrates together and builds on five evidence-based but disconnected programs – KidsMatter Early Learning, KidsMatter Primary, MindMatters, ResponseAbility and headspace School Support – into a single initiative that encompasses a child’s entire education. Be You is available for free to all 24,000 early learning services, primary and secondary schools in Australia.



## **Principal Coaching and Support Service**

headspace in partnership with the Department of Education Queensland (DET QLD) offers a state-wide support service specifically for secondary school Principals, Deputy Principals and Heads of Campus who have managed a critical or complex incident or experienced a trauma within their school community. The free service provides a non-judgmental and confidential space to have one-on-one supportive conversations, and equips them with the tools and strategies to support themselves, their staff and school during these stressful times.

## **SAFEMINDS in Practice and Suicide Risk Continuum Training**

headspace SAFEMinds, a Department of Education and Training Victoria funded initiative, was made to facilitate the early identification and intervention in mental health issues in primary and secondary school students. It assists students and Victorian Government school staff to build their capacity to better support students' mental health, resilience and wellbeing through a range of tailored services.

## Vocational Services

headspace provides Work and Study Programs to support young people whose work and study activities have been impacted by mental health issues. This program especially targets those young people who are not eligible for traditional employment services or are not receiving the level of support they need from these services.

Australia's long-term youth unemployment crisis in the wake of COVID-19 has seen the youth unemployment rate in Australia increasing to 14.50% in September from 14.10 percent in August of 2020 (TradingEconomics,2020). The demand for employment and greater security has accordingly seen a rise, with many vocational programs emerging to help close the gap.

The program pairs a young person with a Work and Study Specialist to plan their career, find employment or work towards further education. By keeping these sessions to a one-on-one format, it can be ensured that the discussions are more intimate and accessible, providing assurance of confidentiality to the participants. This support can be provided via webchat, video, email or phone.

The range of assistance that these Specialists can provide participants include:

- job search skills and job applications
- resume and cover letter preparation
- career planning
- study and enrolment support
- support transitioning from school to work or further study
- navigating Centrelink or other government support options
- balancing your mental health and wellbeing with work or study.

The headspace Digital Industry Mentor Service (DIMS) aims to provide an opportunity for young people living with mental health challenges to engage online with industry professionals in a supportive mentoring relationship. By linking young people, as mentees, with experienced industry professionals, as mentors, the service aims to enhance a young person's employment opportunities and achieve more sustainable employment outcomes. The digital platform by which this program is administered has seen ready acceptance by young people, as this format increases service accessibility and engagement. This initiative was the first of its kind, and a pilot program was funded for a two year period from mid 2017 as part of the Department of Jobs and Small Business's "Empowering YOUth Initiative".

headspace's Individual Placement and Support (IPS) program supports young people up to the age of 25 with a mental health condition to participate in the workforce and will expand to a further 26 additional headspace centres, taking the total to 50 centres nationally. Already operating in 24 headspace sites, the IPS model targets vulnerable young people with mental illness who are at risk of long-term welfare dependency because they disengage from education and employment.

Additionally, headspace also offers a Career Mentoring service, that provides young people the opportunity to work with an industry Mentor who acts as an independent sounding board to support their journey into employment. Young people work with a mentor online or via the phone once in a month, for a period of six months.

# Funding

headspace has welcomed multiple government funded packages over the past year, and most recently, the Federal Budget released in October 2020 committed \$45.7 million over four years from 2020-21 to expand the Individual Placement and Support (IPS) program delivered at headspace (headspace, 2020).

Further, the Prime Minister's announcement of an additional \$51.8 million in funding has been welcomed, with \$39 million allocated towards services and staff, and the remaining \$12.8 million earmarked for digital portal eheadspace (headspace, 2020). This means that young people will have access to nearly 14,000 additional services, shorter wait times and extra clinical staff.

Additionally, in early June, the Morrison Government invested \$24.2 million to reduce wait times by fast tracking access to mental health services for young people aged 12–25 seeking headspace appointments (headspace, 2020).

At the beginning of the year, the Federal Government also announced a \$1.1 billion package that included expanded Medicare-subsidised telehealth services for all Australians, vital for all young people wanting to access mental health services via headspace during COVID-19 (headspace, 2020). The package also included the expansion of the headspace Work and Study program for young people by boosting

the service with an additional \$6.75 million,

providing a comprehensive national

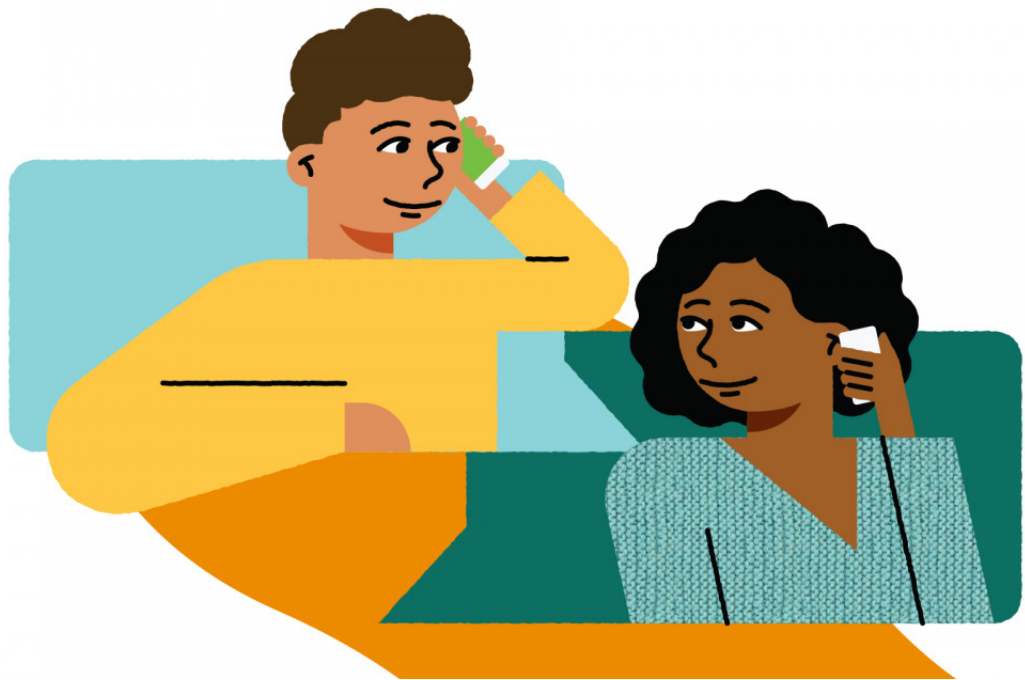
digital support service for all

young Australians during the

COVID-19 pandemic and

after.





## Conclusion

With ongoing government funding, and headspace's current breadth of diverse services ranging from telehealth and eheadspace to vocational services to schools to early psychosis, headspace is truly equipped to make a difference in the lives of young Australians. With the notable \$1.1 billion additional grant, headspace has the opportunity to improve youth access to mental health on a new level. In such a crucial time with an all-time high demand for access to quality mental health services, how can headspace address these challenges or best improve their services in the short-term? In charting this space of youth mental health during a turbulent time, what should their next steps be?

# Annual Report

## consolidated statement of profit or loss and other comprehensive income

for the year ended 30 June 2019

Continuing Operations	Note	2019	2018
		\$	\$
<b>Revenue</b>			
Revenue from services and Government grants		37,607,119	26,400,501
Interest		697,066	681,336
Fundraising		1,349,015	773,926
Other revenues from operating activities		<b>7,404,449</b>	<b>1,157,438</b>
<b>Revenue from operating activities</b>	2	<b>47,057,649</b>	<b>29,013,201</b>
<b>Operating Expenses</b>			
Employment		25,289,912	20,700,303
Occupancy		2,340,837	2,468,106
Grant payments		3,208,998	424,101
Consultancy		2,574,486	1,287,080
Sub-contracts with member organisations		179,743	174,000
Governance		<b>252,868</b>	<b>258,222</b>
Travel		1,913,613	1,582,928
Information and Technology		3,420,242	1,707,688
Communications and marketing		3,242,098	2,913,392
Depreciation and amortisation	3	<b>756,732</b>	<b>642,255</b>
(Gain) on disposal of assets		–	–
Provision for underspent grants	8	–	17,152,165
Other operating and administration expenses		2,724,954	3,294,846
<b>Expenses from operating activities</b>	3	<b>45,904,482</b>	<b>52,605,086</b>
<b>Surplus / (Deficit) before Income Tax</b>		<b>1,153,167</b>	<b>(23,591,885)</b>
Income tax expense	1f	–	–
<b>Surplus / (Deficit) after income tax expense from Continuing Operations</b>		<b>1,153,167</b>	<b>(23,591,885)</b>
<b>Discontinued Operations</b>			
<b>Surplus / (Deficit) for the year from Discontinued Operations</b>	22	(196,938)	2,360
<b>Surplus / (Deficit) for the year</b>		956,229	(23,589,525)
<b>Surplus / (Deficit) for the year Attributable to Owners of the Parent</b>		<b>956,229</b>	<b>(23,589,525)</b>
<b>Other comprehensive income</b>			
Other comprehensive income, net of tax		–	–
<b>Total comprehensive income for the year</b>		<b>956,229</b>	<b>(23,589,525)</b>

The accompanying notes form part of these Financial Statements.

# consolidated financial position

for the year ended 30 June 2019

	Note	2019	2018
		\$	\$
<b>Assets</b>			
<b>Current assets</b>			
Cash assets		12,351,896	15,253,970
Other financial assets	4	22,606,360	22,147,881
Trade and other receivables	5	1,049,265	8,189,664
		36,007,521	45,591,515
Assets Held for Sale	22	2,591,541	–
<b>Total current assets</b>		<b>38,599,062</b>	<b>45,591,515</b>
<b>Non-current assets</b>			
Leasehold improvements, office equipment and motor vehicle	6	495,338	992,983
<b>Total non-current assets</b>		<b>495,338</b>	<b>992,983</b>
<b>Total assets</b>		<b>39,094,400</b>	<b>46,584,498</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	7	1,935,063	2,290,754
Provisions	8	11,290,739	18,669,930
Deferred income	9	6,499,891	9,647,001
		19,725,693	30,607,685
Liabilities Directly Associated with Assets Held for Sale	22	2,559,675	–
<b>Total current liabilities</b>		<b>22,285,368</b>	<b>30,607,685</b>
<b>Non-current liabilities</b>			
Provisions	8	555,898	679,908
<b>Total non-current liabilities</b>		<b>555,898</b>	<b>679,908</b>
<b>Total liabilities</b>		<b>22,841,266</b>	<b>31,287,593</b>
<b>Net assets</b>		<b>16,253,134</b>	<b>15,296,905</b>
<b>Members' Funds</b>			
Accumulated surplus	10	16,253,134	15,296,905
<b>Total members' funds</b>		<b>16,253,134</b>	<b>15,296,905</b>

## consolidated statement of changes in equity

for the year ended 30 June 2019

	Note	Accumulated surplus \$	Total \$
<b>Balance at 30 June 2017</b>		<b>38,886,430</b>	<b>38,886,430</b>
Total comprehensive income for the year	10	(23,589,525)	(25,589,525)
<b>Balance at 30 June 2018</b>		<b>15,296,905</b>	<b>15,296,905</b>
Total comprehensive income for the year	10	956,229	956,229
<b>Balance at 30 June 2019</b>	<b>10</b>	<b>16,253,134</b>	<b>16,253,134</b>

The accompanying notes form part of these Financial Statements.

## consolidated statement of cash flows

for the year ended 30 June 2019

	Note	2019 \$	2018 \$
<b>Cash flows from operating activities</b>			
Receipts from Government grants and other operations (incl GST)		55,209,457	38,836,455
Payments to employees and suppliers (incl GST)		(56,336,734)	(44,288,013)
Interest received		703,419	691,549
<b>Net cash outflow from operating activities</b>	<b>13(b)</b>	<b>(423,858)</b>	<b>(4,760,009)</b>
<b>Cash flows from investing activities</b>			
Payments for leasehold improvements and office equipment		(660,185)	(1,281,537)
<b>Net cash outflow from investing activities</b>		<b>(660,185)</b>	<b>(1,281,537)</b>
<b>Cash flow from financing activities</b>			
<b>Net cash inflow / (outflow) from financing activities</b>		<b>-</b>	<b>-</b>
<b>Net increase / (decrease) in cash and cash equivalents</b>		<b>(1,084,043)</b>	<b>(6,041,546)</b>
Cash and cash equivalents at the beginning of the financial year		37,401,851	43,443,397
<b>Cash and cash equivalents at the end of the financial year</b>	<b>13(a)</b>	<b>36,317,808</b>	<b>37,401,851</b>

The accompanying notes form part of these financial statements. The above Statement of Cash



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