

October 2023

eheadspace satisfaction Snapshot Report



how satisfied are young people and their families with eheadspace web chat?

summary

Young people and their families accessing eheadspace web chat services are very positive about their experiences. Most report that they would recommend eheadspace and feel comfortable accessing the service. Young people strongly agreed that the service focused on their main concern, and they felt listened to and understood. This positive feedback suggests the service is providing youth focused and individualised care that is targeted to the needs and priorities of each young person. Almost three quarters of young people reported being more hopeful or optimistic after their session and seven out of ten felt they had received the skills and knowledge to cope better, which included managing worries and using their strengths. Increased coping skills and hope are positive therapeutic achievements that support sustained outcomes and may encourage future help seeking where required.

Family members comprised only five per cent of survey respondents but were more positive than young people about all aspects of the service they received at eheadspace. Most family members (93%) indicated that eheadspace was meeting their expectations and they would recommend it to a friend. These positive results reflect the commitment of

the eheadspace team to provide a family inclusive approach that supports families to provide the emotional and practical support their young people need.

There was a small proportion of young people who did not have such a good experience and reported that eheadspace wasn't meeting their expectations (6%), or they didn't feel listened to or understood (5%). Future evaluation activities will focus on collecting qualitative feedback to explore young people's experiences in more depth to ensure the service is continually improving and working to meet the needs of all young people. There are also plans to capture service experience and satisfaction feedback from young people who access eheadspace via telephone.



eheadspace
National Youth Mental Health Foundation

About eheadspace

eheadspace is a national online (web chat or email) and phone mental health and well-being support service. It provides 12–25-year-olds and their families with a safe, secure, and anonymous place to talk to an experienced youth mental health professional. eheadspace is a free and youth-friendly service that aims to reduce the stigma of seeking mental health advice or support and increase the availability and geographical accessibility of confidential telephone and web-based early intervention services. eheadspace complements and links to headspace centres and provides young people and their families with appropriate referral pathways to other mental health, physical health, alcohol and other drugs, and social and vocational services and supports as appropriate.

eheadspace is available via:

- email - available 24 hours
- web chat - from 9 am to 1 am Australian Eastern Daylight time every day
- 1800 phone line - from 9 am to 1 am Australian Eastern Daylight time every day

eheadspace forms a key part of headspace's comprehensive suite of online service offerings, which includes online group sessions led by clinicians or peers; community spaces that provide safe, supported and moderated spaces for young people and their families to connect and share resources with others; work and study online support; website resources; fact sheets; and interactive content all accessed through the headspace account.

eheadspace service use

eheadspace commenced service as a pilot in July 2010 and was rolled out nationally in July 2011. It has since provided more than 700,000 services to almost 220,000 young people and their families.

In financial year 2022/23, eheadspace provided over 37,600 services¹ to over 13,300 young people and their family members. The majority of people accessing eheadspace were females (71%), followed by 19 per cent males and 10 per cent gender diverse. Almost half of all users who accessed eheadspace were aged 15-20 years (47%), with the average age being 20 years; about 10 per cent of eheadspace users were family and friends older than 25 years.

eheadspace is effectively supporting high proportions of hard-to-reach young people:

- 35 per cent of eheadspace clients identified as LGBTIQ+
- 10 per cent identified as culturally and linguistically diverse
- 6 per cent identified as Aboriginal and/or Torres Strait Islander
- 30 per cent lived in regional or remote areas.

Web chat is popular

Web chat was the most utilised service mode in financial year 2022/23, accounting for 60 per cent of direct services, followed by 20 per cent over the phone and 20 per cent via email. eheadspace delivered over 10,000 two-way chat interactions (one-on-one online chat with an eheadspace clinician and a young person or family member) during 2022/23.

What do young people and their families who access web chat think about eheadspace?

This snapshot report outlines how young people and their families who receive a two-way web chat feel about eheadspace. headspace developed and validated the headspace online youth mental health service satisfaction questionnaire specifically to capture feedback from eheadspace clients after a web chat (Rickwood et al., 2019). The survey asks 13 questions across three key areas: general service satisfaction, satisfaction with the help received, and satisfaction with service outcomes.

After each web chat, service users are invited to provide their feedback via a voluntary survey. Between 1 April 2021 and 31 March 2023, 2,650 feedback surveys were completed by 2,240 young people or family members, representing 13 per cent of the 19,807 two-way chats during this two-year period, or 19 per cent of the 12,041 individual service users. Most responses to the feedback survey were recorded after the first chat (60%), 15 per cent were recorded after the second chat, and another 15 per cent after three to five chat sessions. Approximately 10 per cent of users completed the survey after six or more sessions.

¹ Including direct and indirect services

Survey respondents

Survey respondents had similar characteristics to all service users of eheadspace during the 2022/23 financial year. Most respondents were female (66%) and aged 15-20 years (51%). A smaller number of respondents were older than 25 years (5%) and, therefore, likely to be family members seeking support for their young person. The average age was 19 years.

Four in ten (42%) identified as lesbian, gay, bisexual, transgender, intersex, queer, asexual or other sexuality (LGBTIQA+), and 15 per cent identified as gender diverse, indicating that these populations were overrepresented in the survey. Aboriginal and/or Torres Strait Islander young people (3%), as well as those living in regional or remote Australia (26%) were underrepresented in the survey.

Most respondents on their first visit said it was their own idea to come to eheadspace (70%), 19 per cent were influenced by someone they know, 5 per cent were influenced by a health worker, and 6 per cent by another source.

The main service provided (at the time of completing the survey) was either a mental health service (83%), or an engagement and assessment service (14%). Most services lasted 31—60 minutes (47%) or 61—89 minutes (39%) (see Figure 1)².

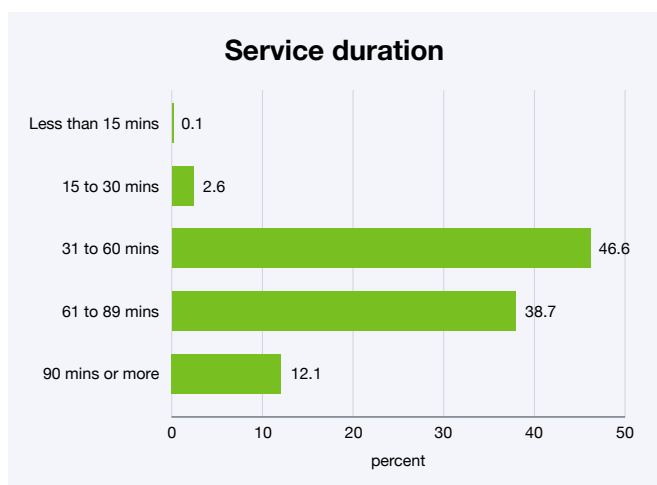
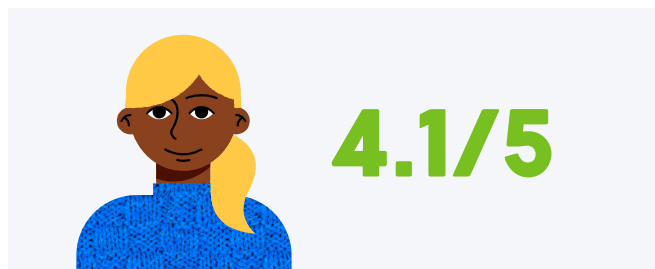


Figure 1.
Service duration of survey respondents' web chats

² These session lengths included any pre and post session work undertaken by the clinician in reviewing client files and writing notes.

Satisfaction results

eheadspace client satisfaction is strong, with respondents rating an average of 4.1 out of 5 across all items. Results were highest for general service satisfaction (4.3 out of 5), followed by satisfaction with help received (4.2 out of 5), and 3.8 out of 5 for potential outcomes.



Some key findings from the survey included:

- Young people would recommend eheadspace to a friend (89%).
- eheadspace is easy to use (85%).
- eheadspace is meeting young people's expectations (84%).
- Young people feel comfortable sharing information with eheadspace clinicians (88%).
- Young people feel listened to and understood at eheadspace (89%), and feel that the session focussed on their main concern (90%).
- eheadspace is helping young people with resources or skills to manage their situation in the future (84%).
- Young people feel more hopeful or optimistic after their session (74%).
- Young people report that eheadspace has given them the skills and knowledge to cope better (71%) and feel better day to day (65%).

eheadspace users value the help they received

The session experience of eheadspace clients (Figure 2) showed they feel overwhelmingly positive about the session they just had, highlighting that the session focused on their main concern (90%), and they felt listened to and understood (89%). Survey findings suggest young people feel that eheadspace is effectively helping them with the resources or skills required to manage their situation in the future (84%) and to understand their situation more clearly (75%). Importantly, three quarters felt more hopeful or optimistic for the future, even though for many respondents this was their first session of care.

"I'm really grateful to eheadspace. They took the time to listen to me, and to help me work out what would be helpful. I definitely still struggle sometimes, and I've logged on and had some quick chats with them. They remind me about my plan, and encourage me to keep trying. They've also helped me find the Yarnspace chats which is another place I feel really comfortable."
(Vic, female, aged 16)

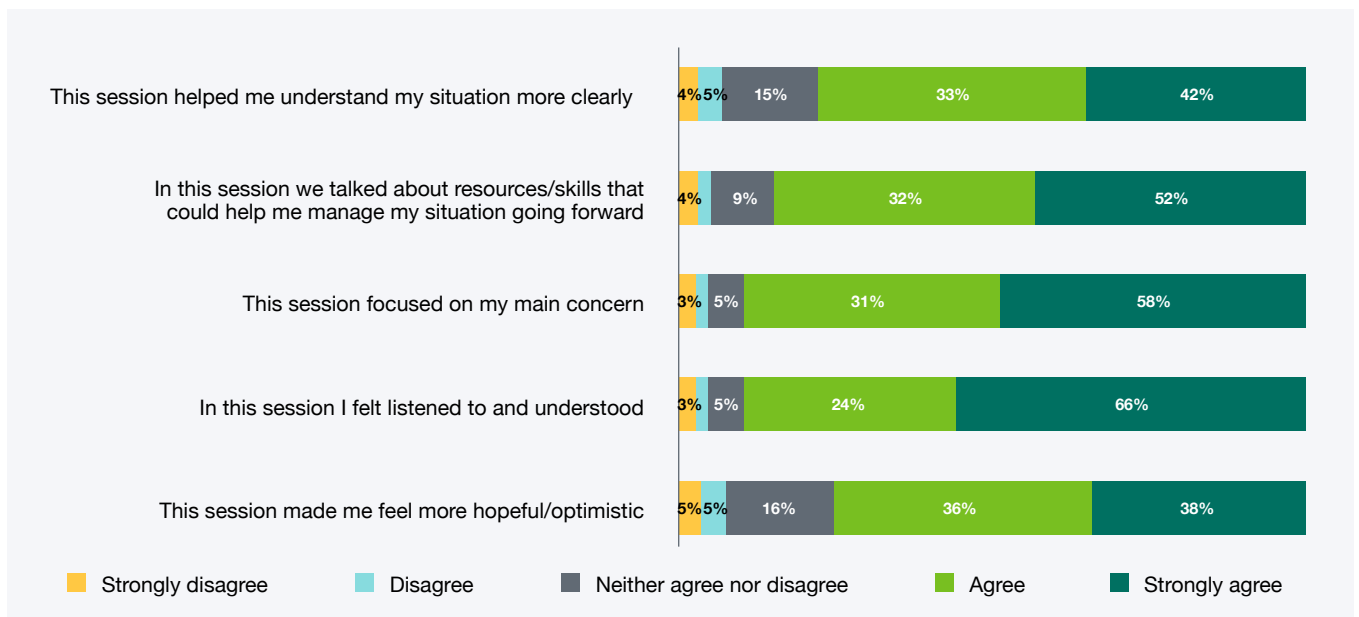


Figure 2. eheadspace clients' session experience ratings (n=2,649)

Web chat is useful for everyday life skills

As part of the survey, respondents are asked about whether their chat with eheadspace has increased their skills and knowledge to help them manage a range of aspects of their everyday life (Figure 3).

For many respondents, the survey was completed after a single chat session (60%). Most agreed that they had increased their skills and knowledge to generally cope better (71%), feel better day to day (65%), better manage the things they do everyday (59%), and improve their relationships (57%). Nevertheless, responses to the impact

of these outcome-related items for skills and knowledge gained were less positive than other aspects of service experience. Many young people provided neutral or 'not applicable' responses, which may reflect their single-session experience or may indicate the need for more focus on these service aspects.

"I talked to a guy which was nice, he was good to talk to and explained that all the changes and disappointments this year could have made me feel like I do. This was the first time it made sense to me why I was feeling the way I did."
(Vic, male, aged 17)

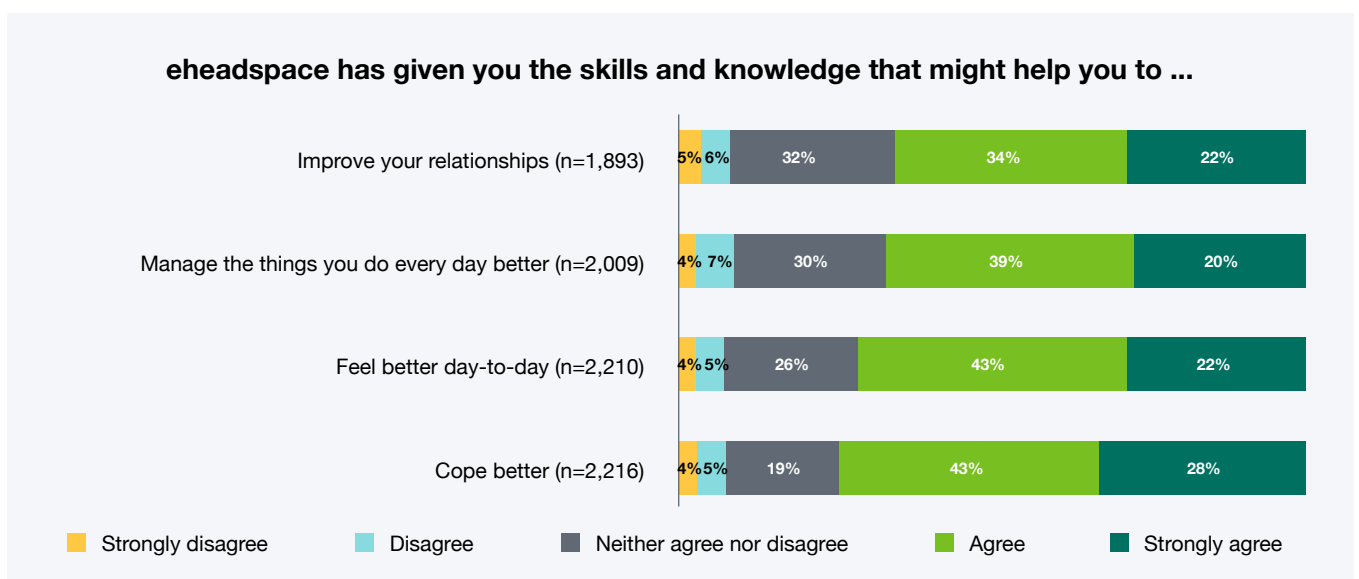


Figure 3. eheadspace clients' outcome rating for skills and knowledge impacts³

³ Note the response rate varies for these items as they include a not applicable response option.

Users are highly satisfied with eheadspace in general

Respondents were mostly positive about their general satisfaction with eheadspace, with 84 per cent reporting the service met their expectations, and 89 per cent reporting they would recommend eheadspace to a friend if they needed mental health support (Figure 4). Additionally, 85 per cent reported the service was easy to use, which included logging in, using the website and chatting online, and 88 per cent felt comfortable sharing information with their eheadspace clinician.

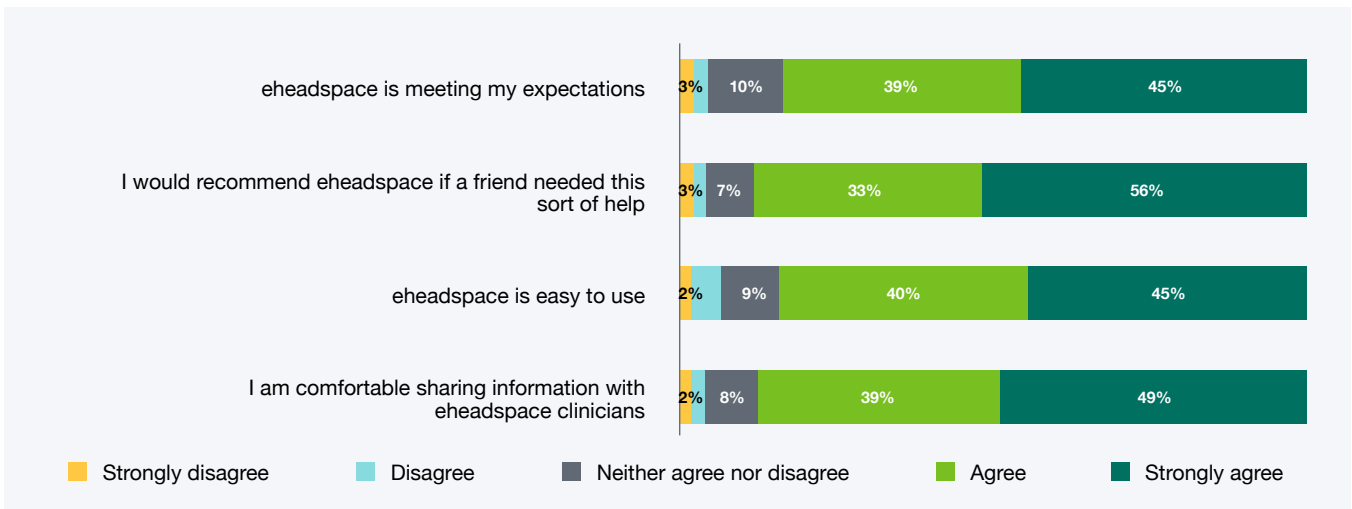


Figure 4. eheadspace clients' overall satisfaction (n=2,417)

Overall, feedback was relatively consistent for different demographic groups. However, adult individuals (family members aged over 25 years old who accessed support about their young person) gave more positive feedback about the session they had just had. This group were also more likely to say that they agreed or strongly agreed that eheadspace was meeting their expectations.

Methods used

Data for this snapshot were collected from the voluntary eheadspace online feedback survey offered to participants after each web chat. This report draws on all responses collected between April 2021 and March 2023. The survey asks 13 questions across three key areas:

- General service satisfaction:** young person feels comfortable sharing information with eheadspace clinicians, eheadspace is easy to use, young person would recommend eheadspace to a friend, eheadspace met the young person's expectations.
- Session satisfaction:** session focused on young person's main concern, young person felt listened to and understood, session helped the young person to understand their situation more clearly, young person was provided with skills or resources to help them manage their situation going forward, session made young person feel more hopeful and optimistic.

- Service outcomes:** young person feels better day-to-day, can manage the things they do better, copes better, has improved relationships.

The questionnaire was developed by headspace specifically to capture feedback from eheadspace clients and has been validated on a previous sample of eheadspace clients (Rickwood et al, 2019). All young people and family members receiving a two-way web chat during the survey period were invited to voluntarily participate. Survey data were combined with demographic information and service information extracted from the eheadspace administrative Minimum Data Set.

Direct quotes of young people's service experience included in the results are from client qualitative feedback collected by the service.

References

Rickwood, D., Wallace, A., Kennedy, V., O'Sullivan, S., Telford, N., & Leicester, S. (2019). Young people's satisfaction with the online mental health service eheadspace: Development and implementation of a service satisfaction measure. *JMIR Mental Health*, 6(4). <https://doi.org/10.2196/12169>



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



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



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