

family and friends' experience of headspace

headspace National asked family and friends supporting young people who received services at a headspace centre what's working for them and what might need improving in terms of accessibility, inclusiveness and effectiveness.

We developed the headspace Family and Friends Satisfaction Scale to measure service satisfaction from families and friends across five domains (Nicholas, Holloway, Telford & Rickwood, 2016):

- Help provided
- Access and the headspace centre
- headspace staff
- Involvement of family and friends
- Overall satisfaction

Between 1 January 2019 and 31 December 2020, 2,556 family and friends responded to the survey from 120 centres.

Data insights

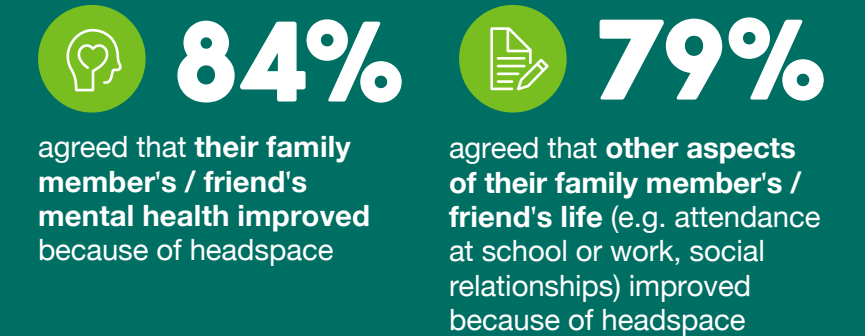
Family and friends reported very high levels of satisfaction generally, as well as with their involvement and the support they received. A high proportion also reported that their family member got help for the things they wanted and that their mental health improved because of headspace.

Overall satisfaction of family and friends



Staff show care and compassion. They really listen and all concerns are not taken lightly. They are able to help make connection to other organisations or activities which interest the young person, initiating more involvement and positivity in life

Satisfaction with outcomes achieved



headspace has genuinely saved my daughters boyfriend's life , they have been nothing short of amazing, he has been so much better in every aspect of life since attending sessions with headspace, because of this I can sleep at night...

Satisfaction with their involvement and support they received



I'm so grateful what my daughter has achieved since attending headspace. It has seriously changed her view on things and the inner growth has made such an impact to her life. Thank you headspace for all you have done for my daughter. Without your help and my daughter's dedication to your amazing program, I would hate to think where we would be.

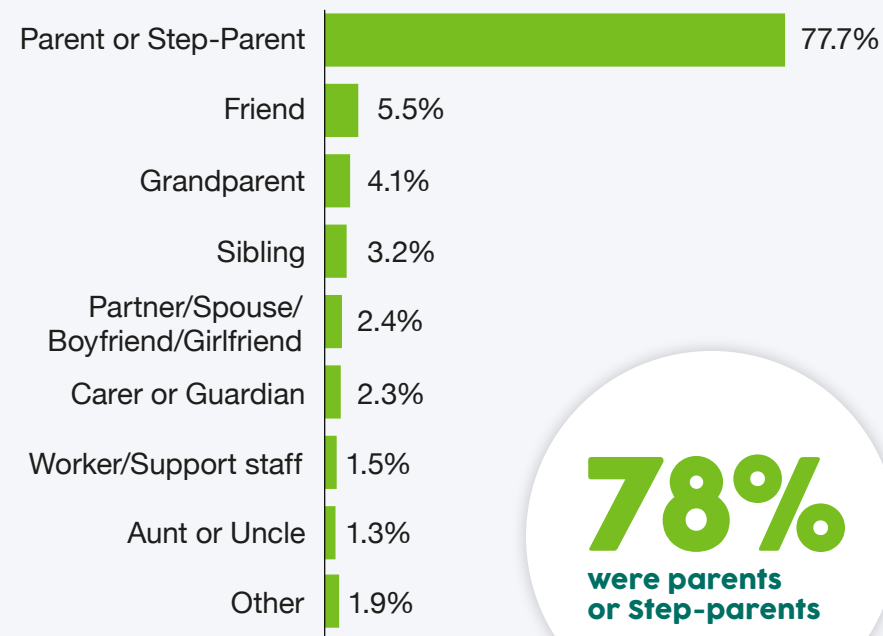
2,556
responses from family and friends

Highlights from 2019 and 2020 national surveys

Who responded?

Seventy-eight per cent of family and friends who responded to the survey were parents or step-parents of the young person they were supporting. Of these, 84% were female.

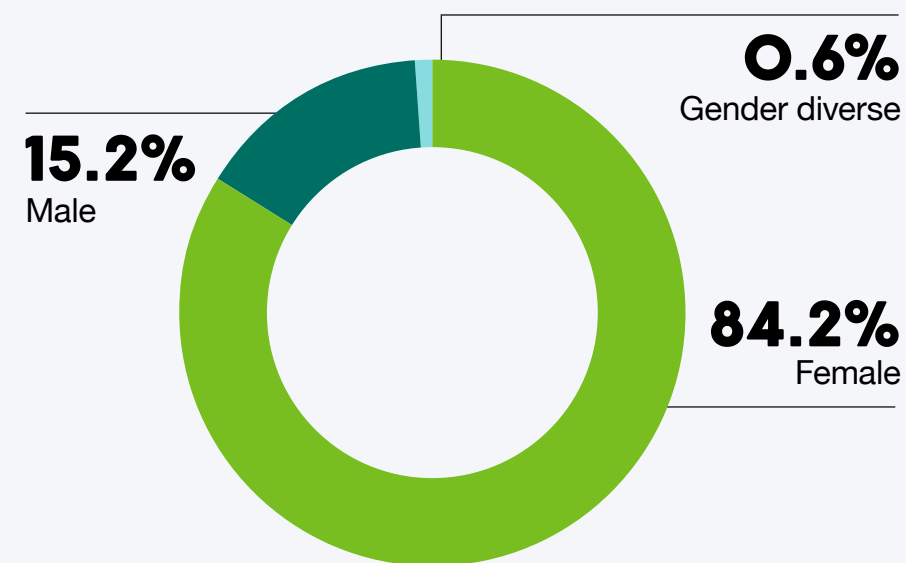
Family member's relationship to the young person attending headspace



78%
were parents or Step-parents



Gender of family members and friends



"Increase after hours options (sorry I know this is tricky, but would help working parents)"

"Provide more time slots/more days available. Some therapists only work one day (understand its not always possible)."

Where family and friends would like to see improvements?

Family and friends who responded to the survey also made suggestions on how headspace could be made better, including:

- Increasing the accessibility of headspace services by reducing wait times, increasing available appointment slots, and extending hours of operation.

- Providing additional information and support to family and friends, including resources and advice for family and friends in supporting their young person and themselves; and encouraging greater involvement of families in the care of their young person.

What next?

These insights are highly valued and are being used to guide a range of activities to improve services for families and enhance their involvement in the care of young people across headspace.

This includes; additional training and support to deliver better services to families, enhanced funding to reduce wait times, and a new graduate entry pathway to grow the number of clinicians working at headspace centres.



Tell us about your experience

Are you a family or friend of a young person accessing headspace? Tell us about your experience.

Share your experience



Scan the QR code