

MOST Evaluation Report

Evaluation from August 2024 to December 2025
in Western Australia only.



WHAT IS MOST?



A **digital mental health service** supporting young people aged **12–25** across Australia.

HOW MOST SUPPORTS YOUNG PEOPLE

headspace clinicians use MOST to:



Reduce wait time impacts



Extend support between sessions



Maintain continuity of care upon exit

IMPROVED ACCESS



5 DAYS

Average time from referral to onboarding

WHO USES MOST?

Time spent on MOST by **GENDER**



46
MINS

Cisgender Female



125*
MINS

Gender Diverse

★ HIGHEST ENGAGEMENT



55
MINS

Cisgender Male

Time spent on MOST by **LOCATION**



50
MINS

Metropolitan



90*
MINS

Regional/Rural/Remote

★ ALMOST DOUBLE

IMPROVED WELLBEING

MOST users experienced improvements after 6-24 weeks of use.



Reduced depression symptoms



Reduced anxiety symptoms



Improved mental wellbeing

YOUTH SATISFACTION (After 6 Weeks)



Satisfied with MOST overall



Reported that MOST had helped them feel better



Reported feeling safe using MOST

WHAT DO HEADSPACE CLINICIANS THINK?



Helps young people understand their emotions



Provides a safe space for peer connection and validation



Empowers young people to take ownership



Accessible, safe, well-researched and well-governed



“I think [MOST] is a fantastic sort of thing that doesn’t really exist in many other places.”

✗ Report low confidence using MOST, and gaps in understanding

HOW CAN THE UNDERSTANDING OF MOST BE IMPROVED?



Further training for clinicians



Clearer expectations about how MOST should be integrated



Provision of supplementary documentation



A more streamlined referral process within headspace



For more information on the study’s methodology, limitations and recommendations, please refer to the full evaluation report.