

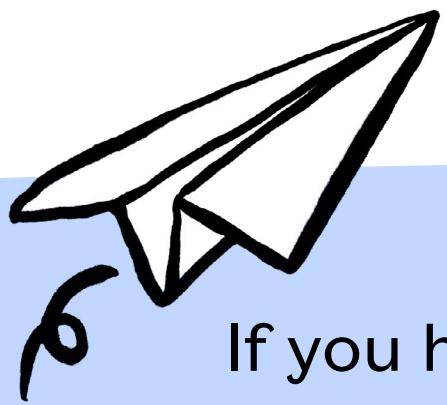


MOST Impact Report

October -
December 2025

ACT

Welcome to the latest MOST Impact Report for the Australian Capital Territory.



If you have any questions or need additional help to connect young people to MOST, reach out to:

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As we settle into 2026, this report reflects on the impact you helped create in 2025.

Thousands of young people across Australia got support through MOST this year because of your referrals, conversations and integration efforts. Because of you, they had something to lean on before, between and beyond sessions.

In 2025, we worked on how we could support you—improving the platform, refreshing content, and refining tools that help you integrate MOST more easily into day-to-day practice. In 2026, our goal remains the same: deliver strong mental health outcomes for young people by extending your care, without adding to your workload.

In this quarterly impact report, you will find:

- * The top themes emerging in the MOST Community
- * Insights into how young people in your state are engaging with MOST
- * A snapshot of impact across Australia in 2025
- * Practical examples of how services are integrating MOST into care.

Thanks for everything you do to make this all possible.

What are young people saying about MOST?



“I find the career consultant feature to be awesome, it helps me understand who I am and gives me a sense of purpose... [my consultant] is the loveliest lady I think I’ve ever met, she makes me feel whole and like someone genuinely cares about my choices in life.”

— Young person, age 16

“I love MOST, I have told literally anyone who will listen to use the app because it helped me so much and I just want everyone to have the same access to care... as I do.”

— Young person, age 24

“[I’m] enjoying being able to access mental health support in addition to my therapy appointments.”

— Young person, age 21

MOST Community

top 5

themes

The MOST Community is a space for young people to connect with each other and talk about their mental health in a safe and moderated forum. It supports them to practice help-seeking behaviours between sessions and test out the skills they've been working on with a community of peers.

Each quarter we analyse what young people across the country have been saying, to give you a snapshot of what's happening.

Here are the top 5 themes the MOST Community is talking about right now...

1. Starting a new school

MOSTies have been sharing their anxieties about starting at a new school, including how to fit in, make friends, and deal with being separated from people they used to know. If you're noticing this with your young people, check out our [clinician guides](#) on social avoidance and building healthy connections, to help structure an upcoming session.

2. Friendship challenges

Feeling left out, mistreated, or unsure how to make new friends has been a strong theme this quarter. Young people are asking how to navigate tricky dynamics and find people they feel safe with.

Your young people can scroll down to the **Relationships** section on MOST's explore page for activities including *Dealing with Rejection, Is Everyone Hanging Out Without Me?* and *Finding New Mates and Making Friends*.

3. Grief and loss

MOSTies are talking about grief in many forms—losing family members or pets, anticipating someone leaving, or coping with big life changes.

The MOST community is a positive space for young people to be connected to supportive people during times of loss. Peer support is a meaningful way for young people to share their experiences in a moderated environment.

4. Receiving or thinking about diagnoses

After receiving a diagnosis (or wondering whether to seek one) MOSTies are reflecting on identity, stigma and what it all means.

The **Fundamentals** journey is a strong starting point, helping young people better understand their experiences, build practical strategies and approach these conversations with more confidence. They could also connect with a MOST peer worker for a non-judgemental space to talk it through and make sense of what this means for them.

5. Changing family dynamics

Divorce and family changes are coming up a LOT in community posts. Young people are navigating new routines, divided loyalties and heightened emotions at home.

There are all sorts of activities in MOST to help manage strong feelings, set healthy boundaries and find steady supports outside the family. If things feel more complex, MOST clinicians are always there to step in and provide additional support alongside your face-to-face care.



MOST user insights:

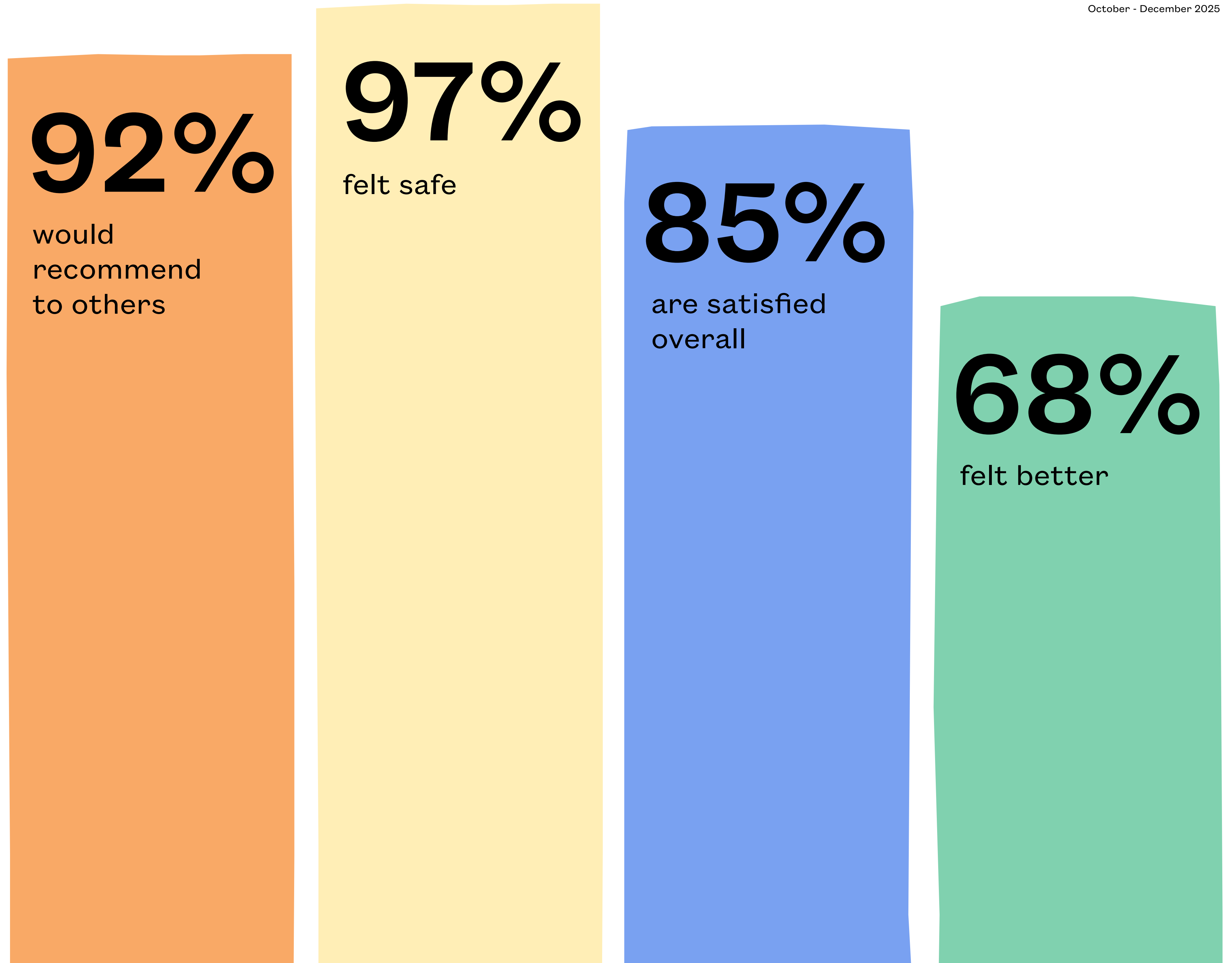
what the data shows us

MOST gives young people the tools to shape their own mental health journey in a way that feels right for them.

While each young person's experience with MOST is unique, through our baseline and 12-week surveys, these individual interactions collectively give us valuable insights into MOST's overall impact in the ACT.

Experience and safety

In the ACT, young people had a positive experience and felt safe on MOST.



Source: Redcap MOST baseline and 12wk surveys with young people onboarded between 1 July 2023 and 8 October 2025

Effectiveness

Significant improvements in key clinical outcomes were observed in ACT users, from baseline to the 12-week follow-up, with results aligning closely with outcomes from gold-standard mental health interventions.

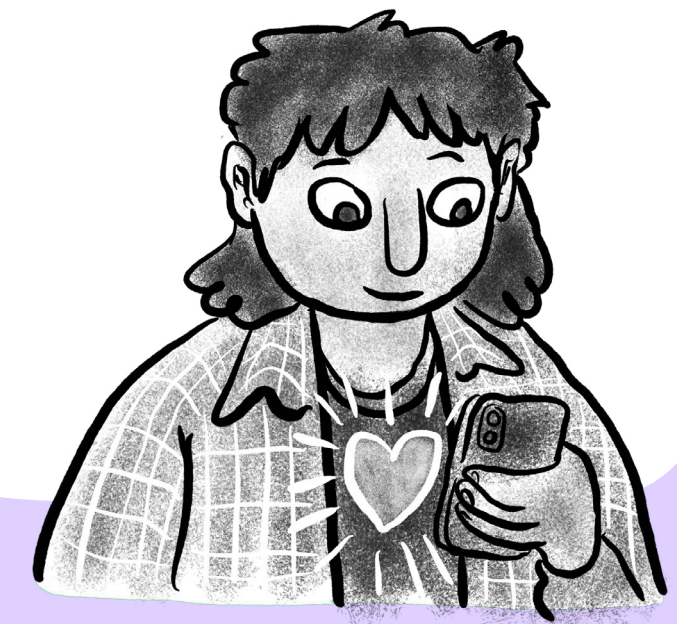


43% of young people show an **improvement** in anxiety symptoms



47% of young people show an **improvement** in depression symptoms

35% of young people show a **reduction** in psychological distress



36% of young people show an **improvement** in mental wellbeing

Source: Redcap MOST baseline and 12wk surveys with young people onboarded on or before 8 October 2025

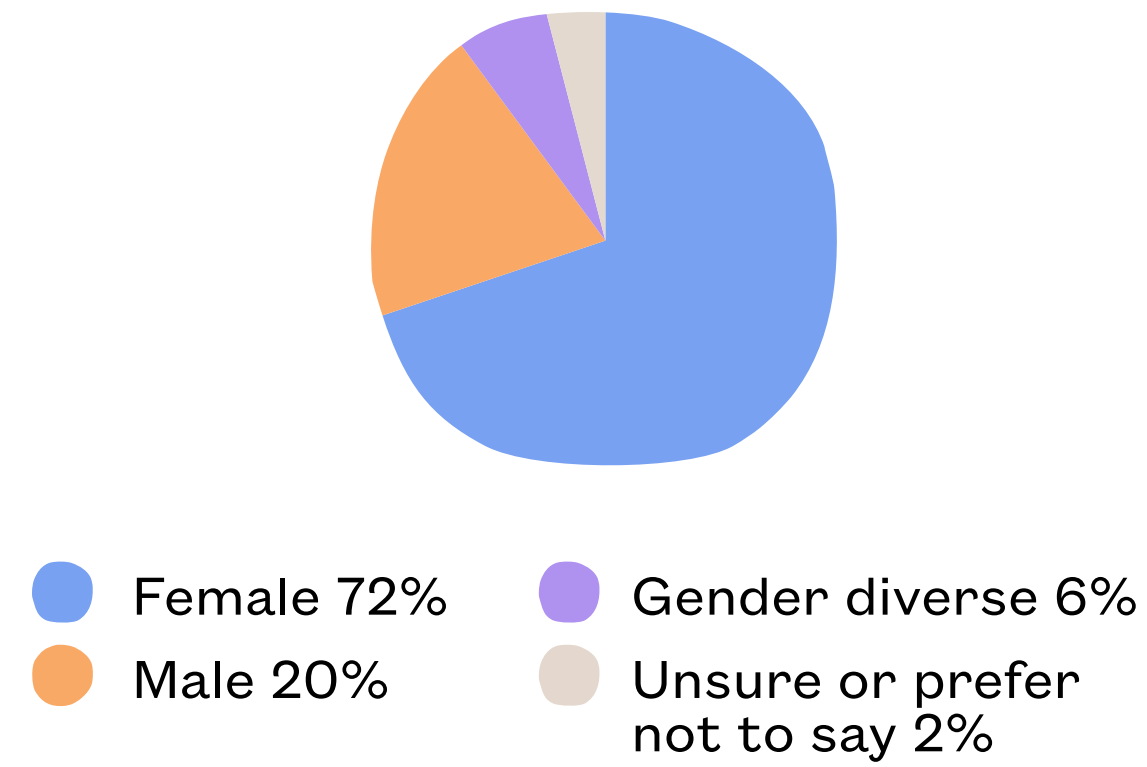
This quarter on MOST

Here's a snapshot of young MOST users in the ACT, and when they access digital mental health support.

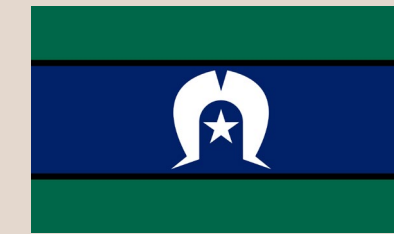
Stage of care at referral to MOST



Gender identity



8%



Identify as Aboriginal or Torres Strait Islander

28%**



Identify as LGBTQIA+

New young people onboarded to MOST

66



3-6pm

Peak MOST usage hours (national)

RedcapMOST baseline and 12wk surveys with young people and MOST PowerBi dashboard 1 October to 31 December 2025

* Includes subthreshold referrals from specialist services

** Percentage of young people who identified as LGBTQIA+. Some young people skip this question.

our impact in 2025

In 2025, your referrals made a real difference. Thanks to the work you do every day, thousands of young people across Australia were actively getting support through MOST over the year.

While most services refer young people while they're waiting for face-to-face care, we're increasingly seeing MOST used during treatment and as a discharge support, helping young people stay connected before, between and beyond sessions.

reaching young people who need it most

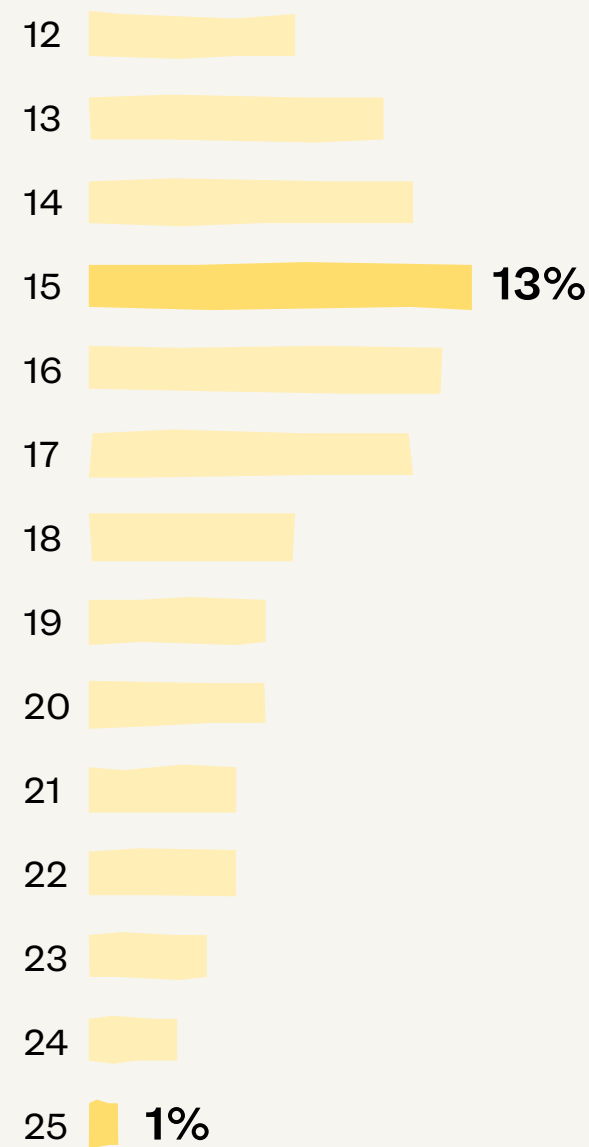


Your referrals helped thousands of young people in 2025. Here's a national summary of who you supported.

Referrals span waiting for care, receiving care and discharge support

10,917
Young people connected to MOST

Age at onboarding



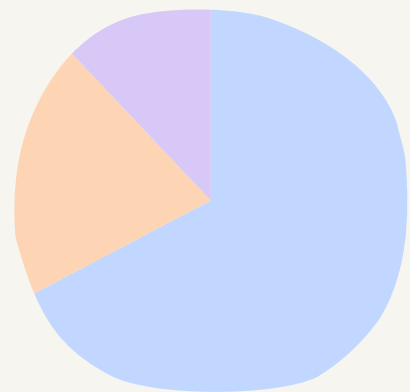
Stage of care at referral to MOST

62%
Waiting for care

17%
Receiving care

21%
Approaching discharge or discharged***

Gender identity



- Female 67%
- Male 21%
- Gender diverse 12%

7%*

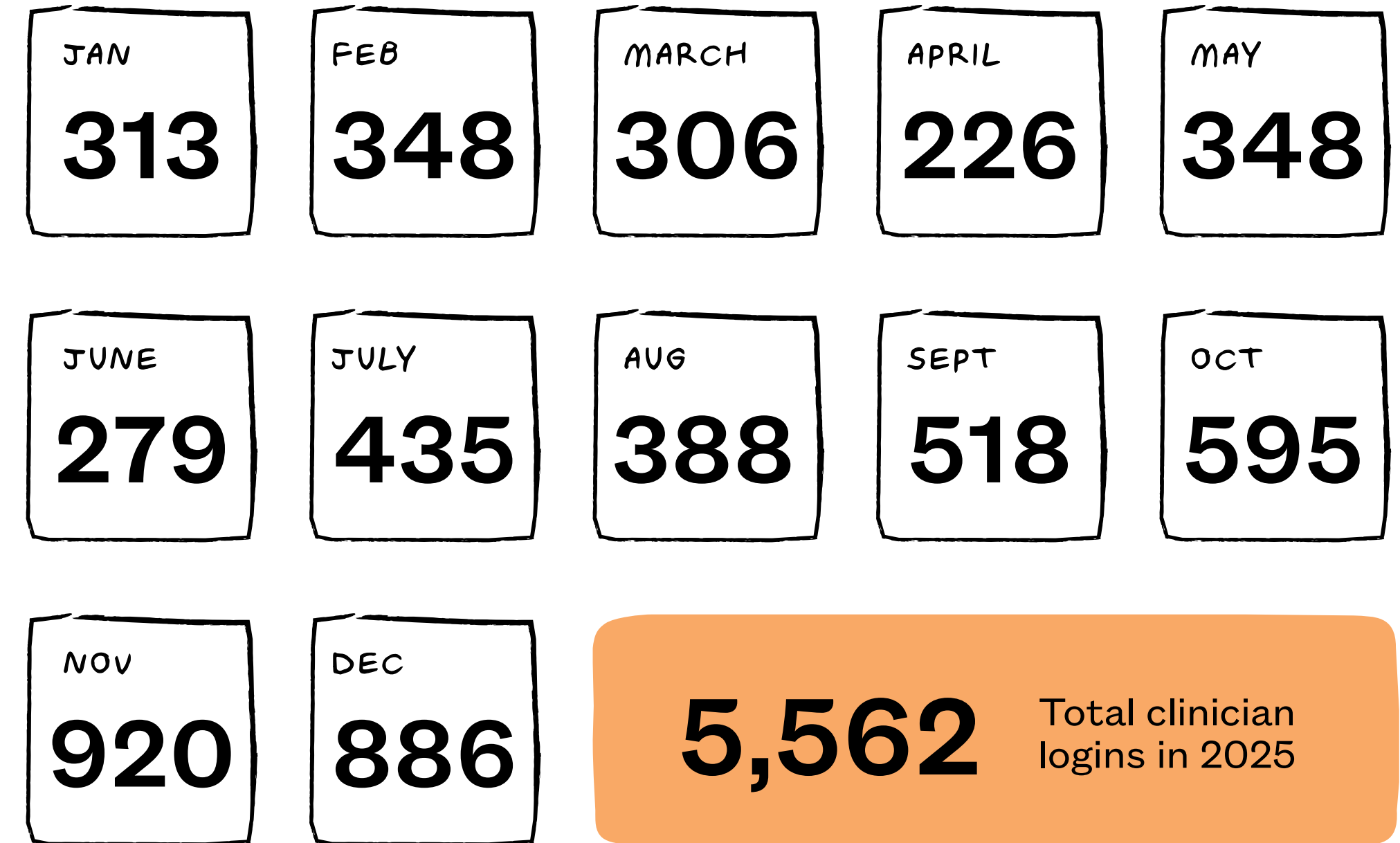
38%**

7%
Speak a language other than English at home

RedcapMOST baseline and 12wk surveys with young people and MOST PowerBi dashboard 1 January to 31 December 2025

* Includes subthreshold referrals from specialist services
 ** Percentage of young people who identified as LGBTQIA+. Some young people skip this question.
 *** Includes subthreshold referrals from specialist services

Monthly clinician logins

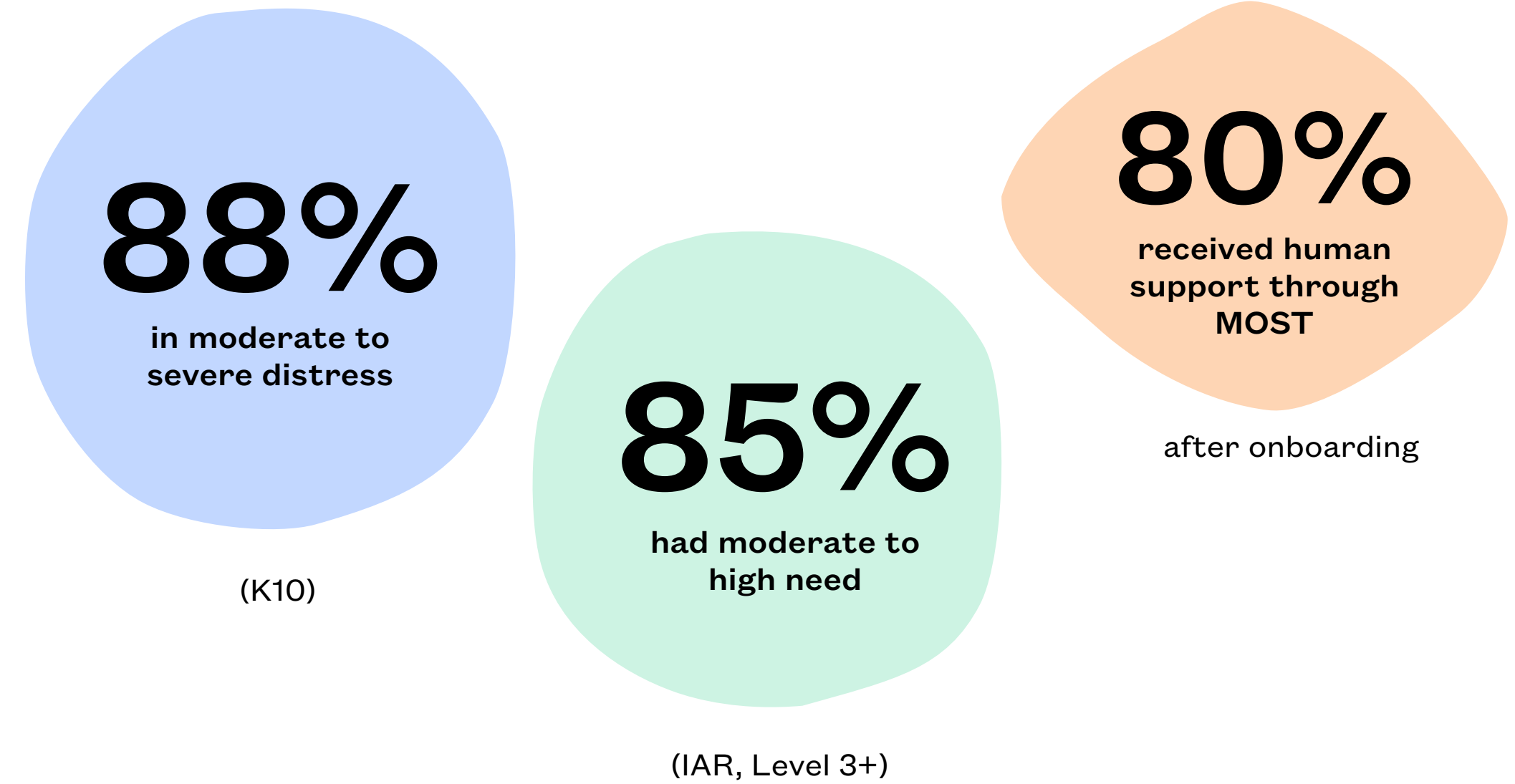


How clinicians used MOST in 2025

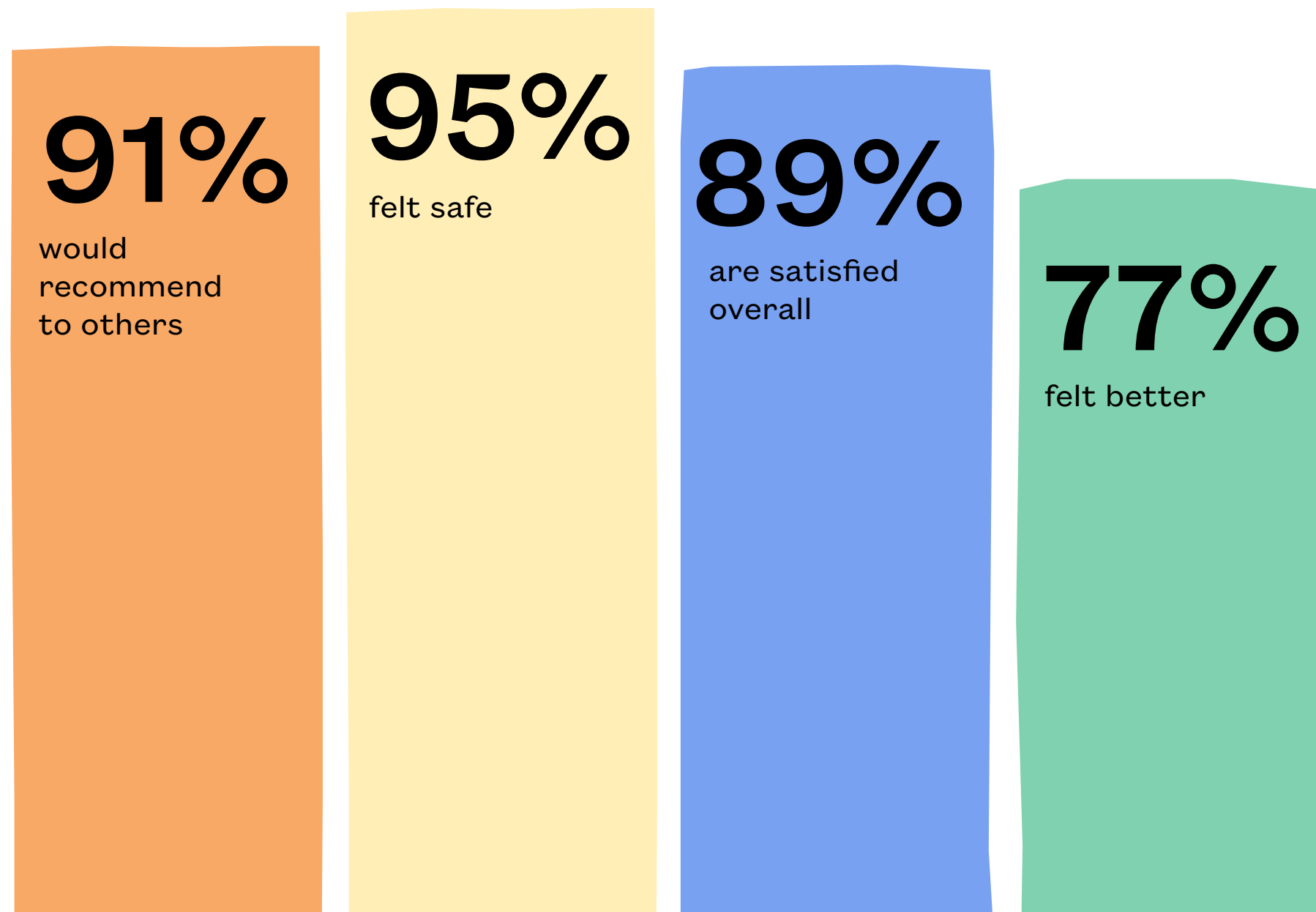
We've also seen our community of clinicians actively using MOST grow, with 966 clinicians logging in more than 5,500 times across the year to extend their care.

Importantly, the young people using MOST are not only those presenting with mild concerns. Most of the young people you referred reported moderate to severe levels of distress, based on their K10 and IAR scores. After onboarding, 80% of referred young people got direct human support from someone in our professional team of clinicians, peer workers and career counsellors, averaging 5 occasions of service each. This reflects how our support scales in response to need.

Young people referred to MOST*



Experience and safety on MOST for 2025**



At a national level, the young people you referred have had overwhelmingly positive experiences on MOST, with high satisfaction, strong feelings of safety, and most reporting that they feel better.

This reflects the complexity of the young people you're supporting, and the meaningful impact that MOST is making to enhance your care.

* MOST Onboarding Questionnaire and PowerBI dashboard, 1 January to 31 December 2025

** Redcap 12wk survey, 1 January to 8 October 2025

Case studies

How services are using MOST in practice

National snapshot

Across the country, services are integrating MOST into their models of care in different ways. These examples highlight practical approaches from real services, showcasing how MOST can support young people while waiting for care, during treatment and as part of discharge planning.



Strengthening waitlist support

In one service, a referring clinician connected a young person to MOST while they were waiting for care, with detailed notes alongside the referral.

The young person then:

- * started the *Find your confidence* journey
- * made reflective notes within activities, exploring health, feelings and sense of self
- * linked with a career consultant to explore flexible schooling options
- * posted frequently in the community, offering encouragement to other young people like “stay strong keep your head up, I know its tricky but your strong and you’ve got this!” [sic]

The clear referral information supported their early engagement, so that MOST could offer structured digital support before the start of their face-to-face care.

Blended care supporting a young person at risk

In another service, a young person receiving face-to-face care was simultaneously getting support through MOST.

They dove into the content, saving 39 activities to their toolkit and completing the *Reset your sleep*, *Find your calm* and *Fundamentals* journeys. They were also active on the Community, connecting with other people’s posts, seeking tips on how to ‘calm my anxiety so I can sleep’ or calm nerves before an exam, sharing their artwork and celebrating their wins.

During a period of increased risk, the MOST duty clinician facilitated a collaborative and effective crisis management process between the young person, their father and their face-to-face clinician. The young person also linked with a MOST careers consultant for work support and engaged with a peer worker for social support.

Moving from referral to integration

Embedding MOST into internal processes positions digital support as part of your routine care. Several services across the country are already incorporating MOST into their intake, care planning and discharge processes.

In practice, teams:

- * Offer MOST while young people wait for a face-to-face allocation
- * Use MOST content to complement structured therapy programs
- * Incorporate MOST into discharge planning as step-down support
- * Log into the platform during and between sessions to suggest content and review progress
- * Collaborate with the MOST clinical team to coordinate care
- * See additional value in MOST in regional settings, as it offers flexible and discreet supports where local options are limited.

Contact our team for advice on how to implement any of these changes at your service.

What's next?



MOST continues to make a difference in the lives of young people across the ACT. It's the commitment of clinicians and services like yours that makes this possible.

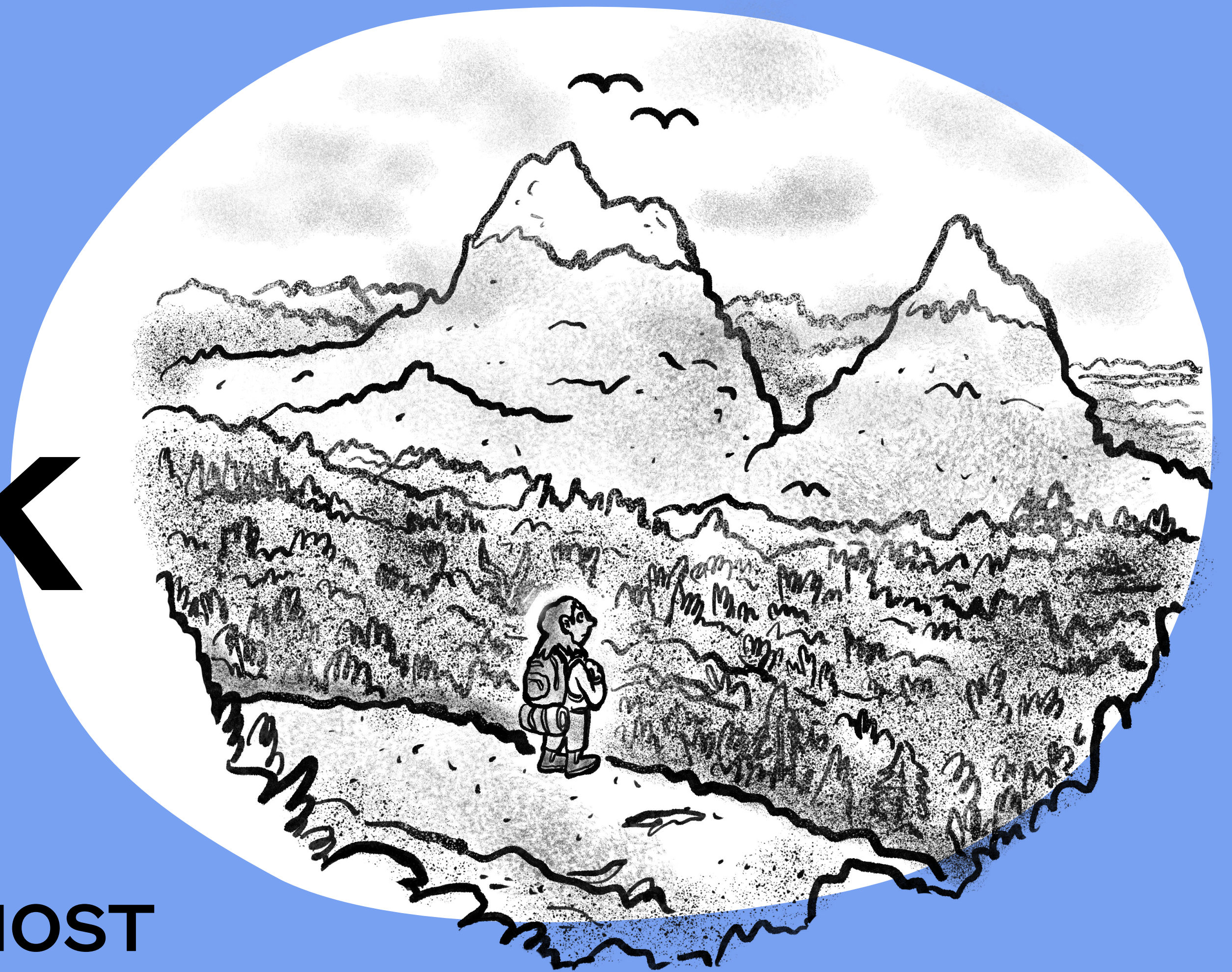
Thanks to your referrals and feedback, young people are staying connected, practising new skills and seeing real progress between sessions. By integrating MOST into your toolkit, you're delivering evidence-based support that extends care beyond sessions without adding to your workload.

Look out for the monthly MOST update in your inbox to see what's new, or get in touch for new materials and resources to share with young people: **hellomost@orygen.org.au**



**a big
thank
you**

from the team at MOST



MOST / *ory*
gen Digital

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