

The background features a solid blue field with a large, irregular white shape on the left side. Overlapping the white shape and extending into the blue area is a light blue, multi-pointed geometric shape resembling a stylized star or a snowflake.

MOST Impact Report

April
–June 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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We're now over halfway through 2025 and MOST is continuing to create more accessible and engaging digital mental health tools for young people across the country.

In Q2, we've drawn on insights from young people and clinicians to redesign our depression therapy journey – now called Beat the Blues.

Your insights and experiences remain central to our progress, and we're excited to share the impact they're having on the development of MOST.

The April to June 2025 Impact Report includes:

- * A case study showing how MOST clinicians work with you to recognise and respond to risk
- * Insights into how young people in your state are using MOST
- * A deep dive into the MOST clinical team and how they support your young people

Thanks for your ongoing support

What are young people saying about MOST?



“I love that it's at your own pace”

— Young person, age 19

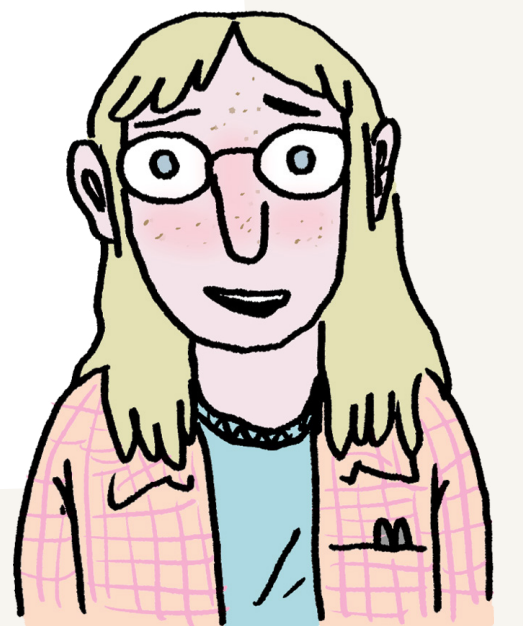


“Really good support helping in many things, amazing community and thanks to headspace I get a referral”

— Young person, age 22

“I love how fast the MOST Team reached out and how easy it was to book a phone call!”

— Young person, age 20





“MOST is an amazing service, which is really amazing for young people who may not feel compelled with conventional therapy, MOST is reliable and creates a supportive community that will give support when you want or need it”

—Young person, age 17



“I've only started a few days ago but I feel safe with this program, I struggle expressing my feelings and trusting people but this helps me know that it's normal to feel that way and is for me a big step in getting help”

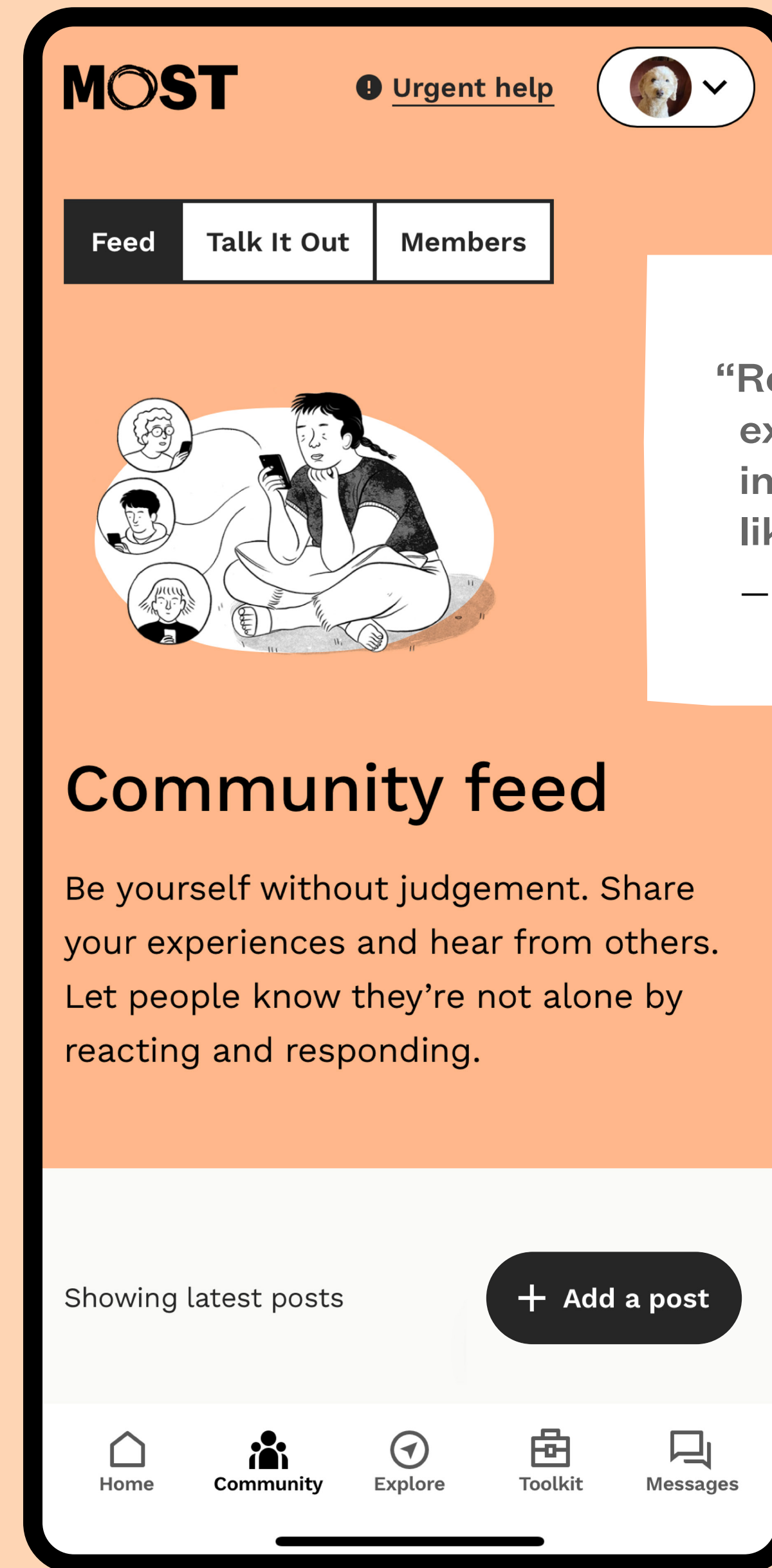
—Young person, age 17

MOST Community Top 5 Themes

MOST supports a community of young people that can connect with peer workers, career counsellors, clinicians and each other. This community provides a space for sharing experiences, building connection, and accessing support when and where it's needed.

Here's a look at the top five themes the MOST Community is talking about right now...

1. Managing relationships and needs in work and study settings
2. Grief around illness and death of pets
3. Hospitalisation and struggling with managing life before and after
4. Creative hobbies as tactile coping mechanisms
5. Searching for purpose and motivation alongside world events



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.

90%
would
recommend
to others

97%
felt safe

84%
are satisfied
overall

69%
felt better

Source: Redcap MOST baseline and 12wk surveys with young people onboarded between 1 July 2023 and 7 April 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.



46% of young people show an **improvement** in anxiety symptoms



49% of young people show an **improvement** in depression symptoms

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



37% of young people show an **improvement** in mental wellbeing

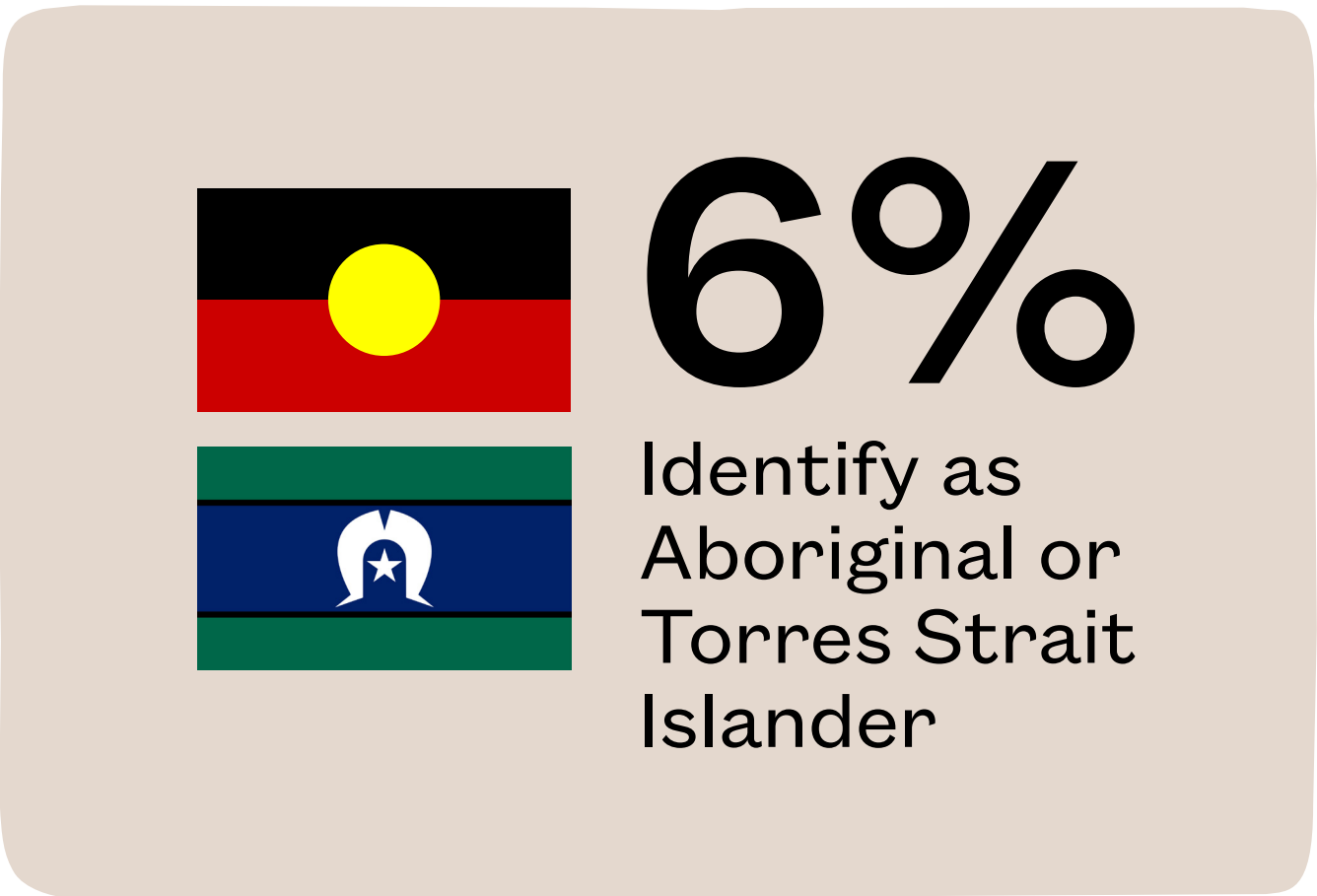
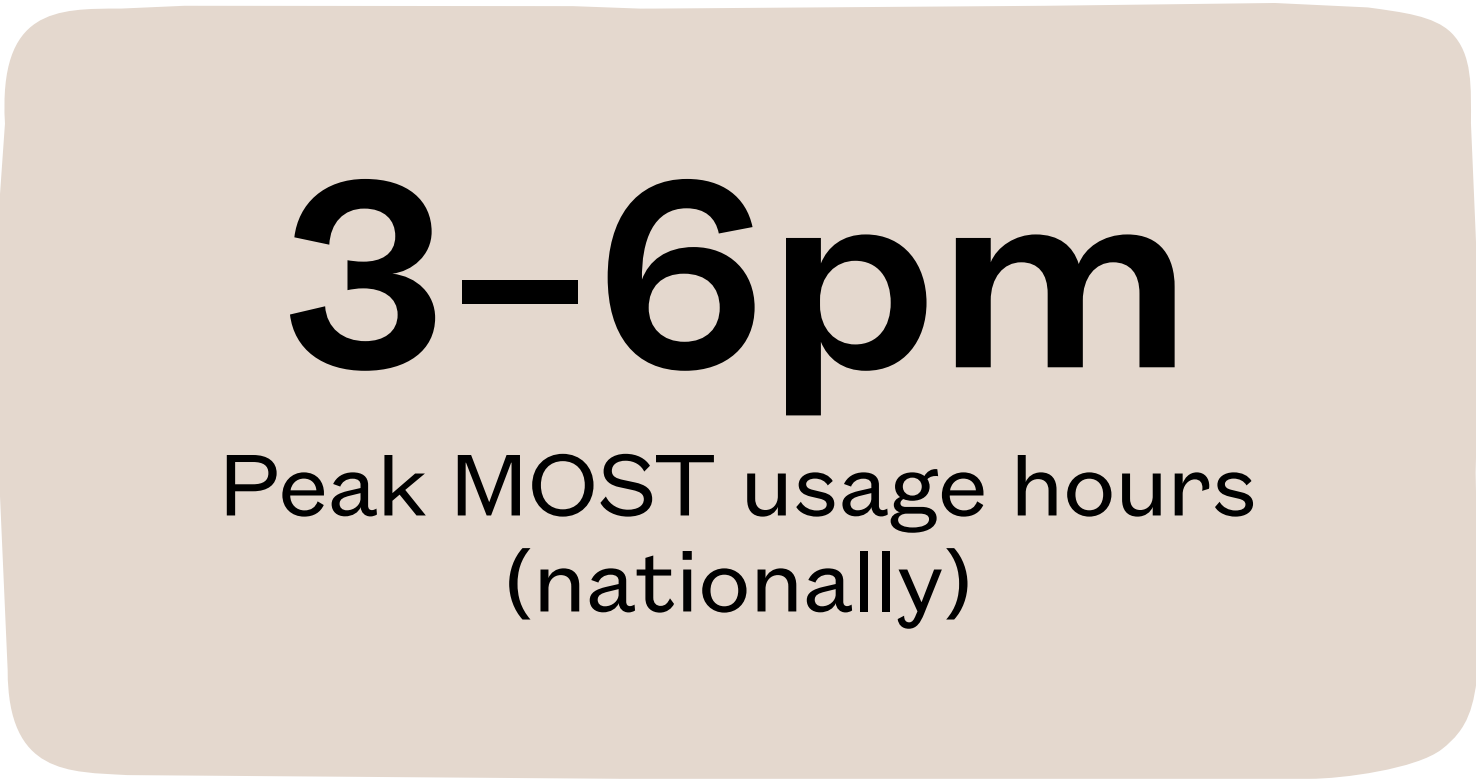
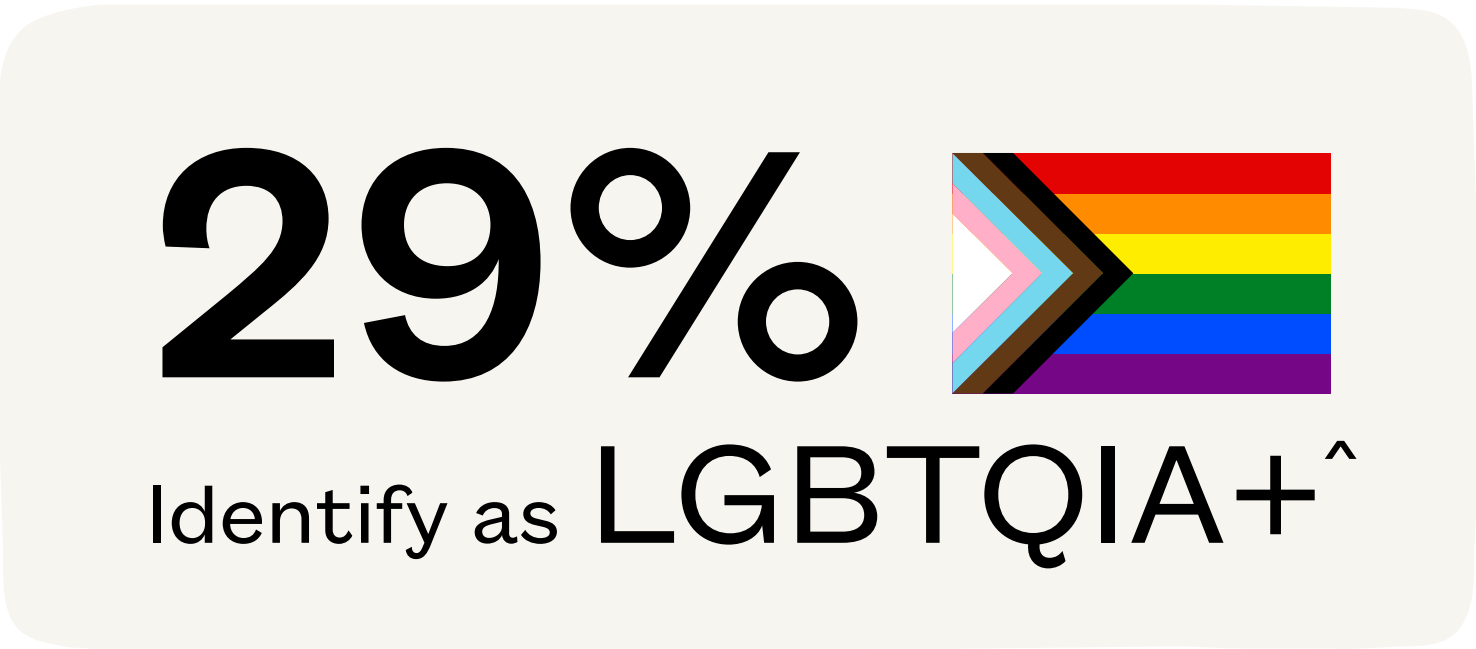
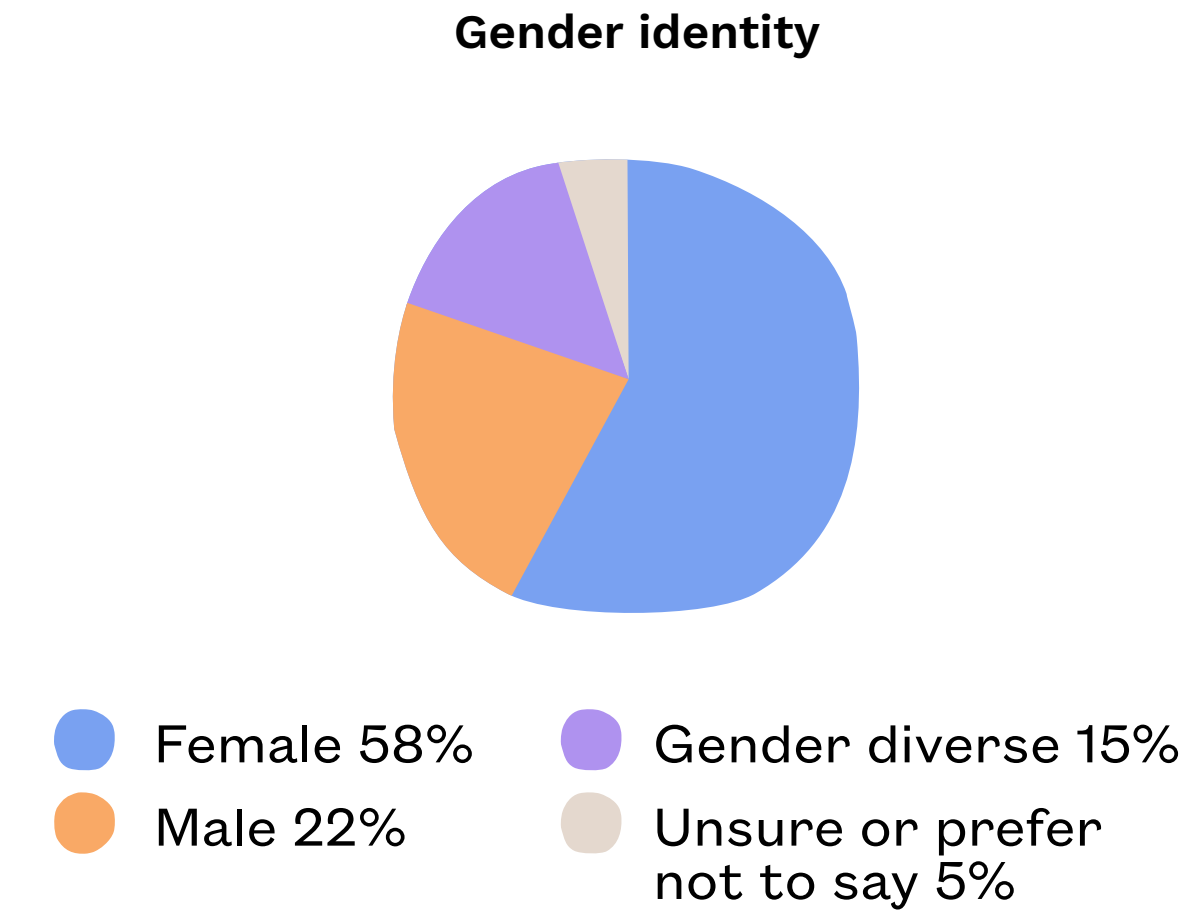
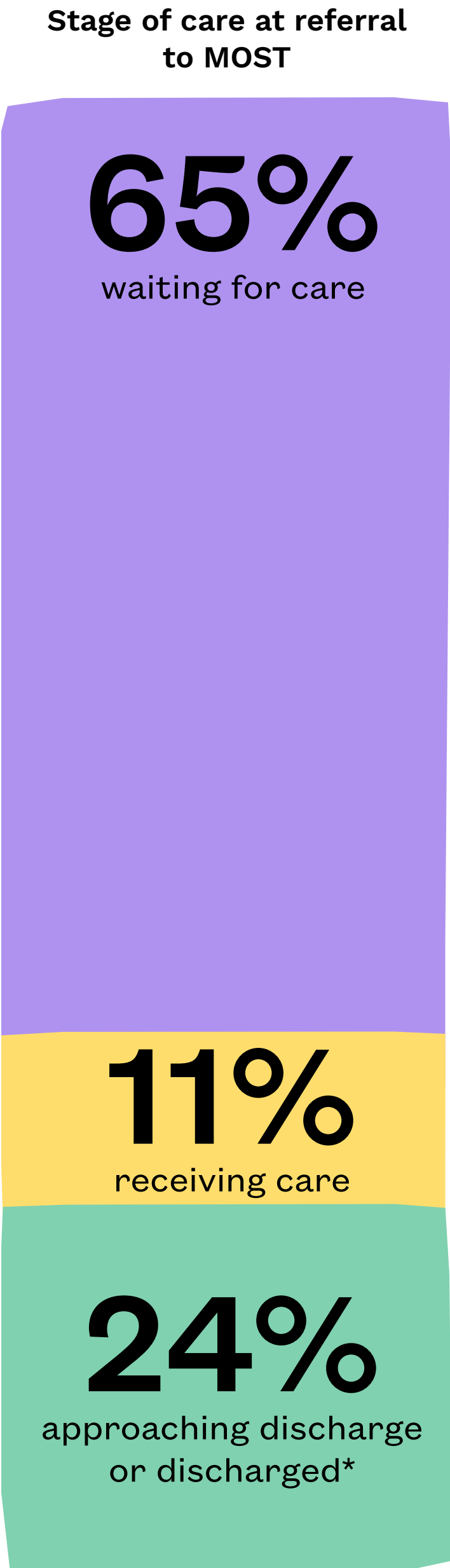
This quarter on MOST

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

Source: Redcap MOST baseline and 12wk surveys with young people and MOSTPowerBi dashboard 1 April to 30 June 2025

*includes subthreshold referrals from specialist services

^percentage of young people who identified as LGBTQIA+ in REDCap surveys



The real humans supporting your young people

At the heart of MOST is real, human support – it’s what makes MOST, MOST. Behind the screen is a team of qualified mental health clinicians who are there to keep your young people safe, offer guidance, and provide support when they need it, especially between sessions.

From April to June 2025, our MOST clinicians provided 986 hours of support to 806 young people through calls, texts and DMs.

By bridging the gaps between appointments, MOST is enhancing your face-to-face care by helping young people stay engaged, feel heard and make meaningful progress towards their recovery.

“Our service routinely recommends MOST to all consumers as part of business as usual as feedback from young people is positive and they have found accessing it useful to their needs”

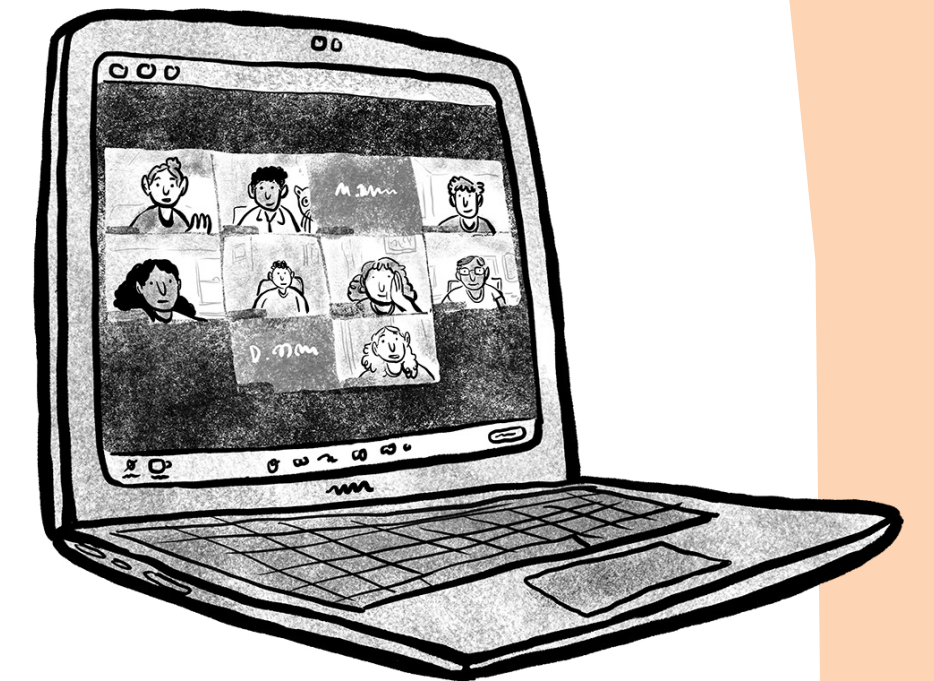
—Service Lead (Specialist service)

“MOST has provided a contemporary person-centred approach to supporting young people's mental health. Young people have shared that it aligns with their needs and allows them to express themselves in a safe environment. MOST has given our young people another platform to explore resources, link to professional's and gain a sense of belonging from community. Lots of value!”

—Service Lead, headspace

“I'm a huge advocate for [the human support on MOST]. I have one example where a young person I was working with was quite risky and would be reluctant to engage and was quite vulnerable in a bunch of different ways. English being their second language and had only lived in Australia for a few years. They utilised MOST and it was a protective factor for them because they shared their risk, and then the clinician spoke to the stepfather and then let me know the risk stuff....having more people for those vulnerable people has just been really helpful”

—Clinician (Specialist service)



Case study

Meet Riley

Riley*
They/them, 17



*Not their real name



MOST Team Engagement

Riley opted out of the clinical support offered as part of their onboarding. They later engaged with the MOST Community, posting a message that expressed a sense hopelessness. The post was picked up by our clinicians and Riley was sent a supportive DM, offering them an opportunity to connect with a MOST clinician and a peer worker. Riley didn't respond to the message.

Two days later, Riley posted again in the community, this time including signs of passive suicidal ideation. The post was flagged in-line with MOST's risk protocols. On the same day, Riley completed a check-in on MOST, indicating

Presenting issue

Riley was referred to MOST while receiving care at an ACT headspace. They presented with feelings of hopelessness alongside feelings of distress related to gender dysphoria, passive thoughts of self-harming behaviours and suicidal ideation.

improvements in their mood symptoms which appeared to be inconsistent with the flagged community content.

Given the complexity and potential risk, a senior MOST clinician contacted Riley's referring service to share concerns about the inconsistency between the check-in data and the community post. The referring service confirmed they had an upcoming appointment scheduled with Riley in the following weeks and committed to checking in with Riley before the appointment to ensure their safety and wellbeing.

What's next?



We love hearing how MOST is making a difference in the lives of young people across ACT, and it's your commitment that helps drive this impact.

Thanks to your referrals, young people are experiencing real, positive outcomes on MOST. By adding MOST to your toolkit, you're giving young people the chance to access evidence-based support that meets their needs before, between and beyond face-to-face care.

Look out for the monthly MOST update in your inbox – filled with fresh new content, updates from the team and opportunities to connect with other clinicians and industry experts.

Looking for resources to share with young people?

Reach out **hellomost@orygen.org.au** to request MOST materials for your waiting room or reception.



For more information contact:

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most.org.au/referral-home