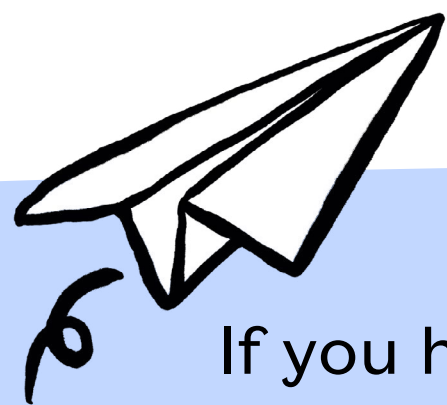


MOST Impact Report

July
–September 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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The end of 2025 is nearly in sight. While MOST has supported thousands of young people across Australia, our focus this quarter has been on **making it work better for you.**

You told us you wanted new content, practical tools and better visibility over your young people; we listened.

This quarter we've:

- * **refreshed therapy journey content** to be more engaging, so young people stay connected between sessions
- * **developed in-session guides** that give you simple, practical ways to bring MOST into your work with confidence
- * **delivered a new-look portal for services** that shows how your young people are engaging and helps you navigate the platform easier.

These changes are our next step to ensure that MOST extends your care without adding to your workload.

In this quarterly impact report, you will find:

- * insights into how young people in your state are engaging with MOST
- * 2 case studies on how services are using it in practice
- * a detailed look at the new provider portal and clinician guides

What are young people saying about MOST?

“MOST has really been helpful during times where I have been unable to access mental health support. I have recommended it to so many people, I am so grateful for this service. It was really helpful when I was early on in my sobriety, and now that I have adequate support in place I haven't needed to use this service much...It is an amazing service for those who are unable or in the process of accessing long-term mental health support”

— Young person, age 20



“It's been good to be able to connect with other people who have been through tough times. I think MOST is good because you feel less alone and out of place in the world just knowing there are other people going through similar difficulties”

— Young person, age 19

“It's given me the space to be myself without judgement and even though I'm feeling and thinking some bad thoughts I now have strategies to combat them and make myself feel better”

— 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. End-of-year exams and assessments

With exams around the corner, MOSTies are talking about stress, pressure and motivation. Our MOST careers team can offer them practical work and study support. They cover topics like exams, study skills, managing workload and building routines. [Email us to connect a young person.](#)

2. Setting and maintaining boundaries

Navigating the ‘boundaries’ conversation with friends, family and partners has been a big one this quarter. Our clinician guide on [building healthy relationships](#) has activities to do with your young people to help recognise their needs, communicate openly and practise assertiveness.

3. Managing mental health between appointments

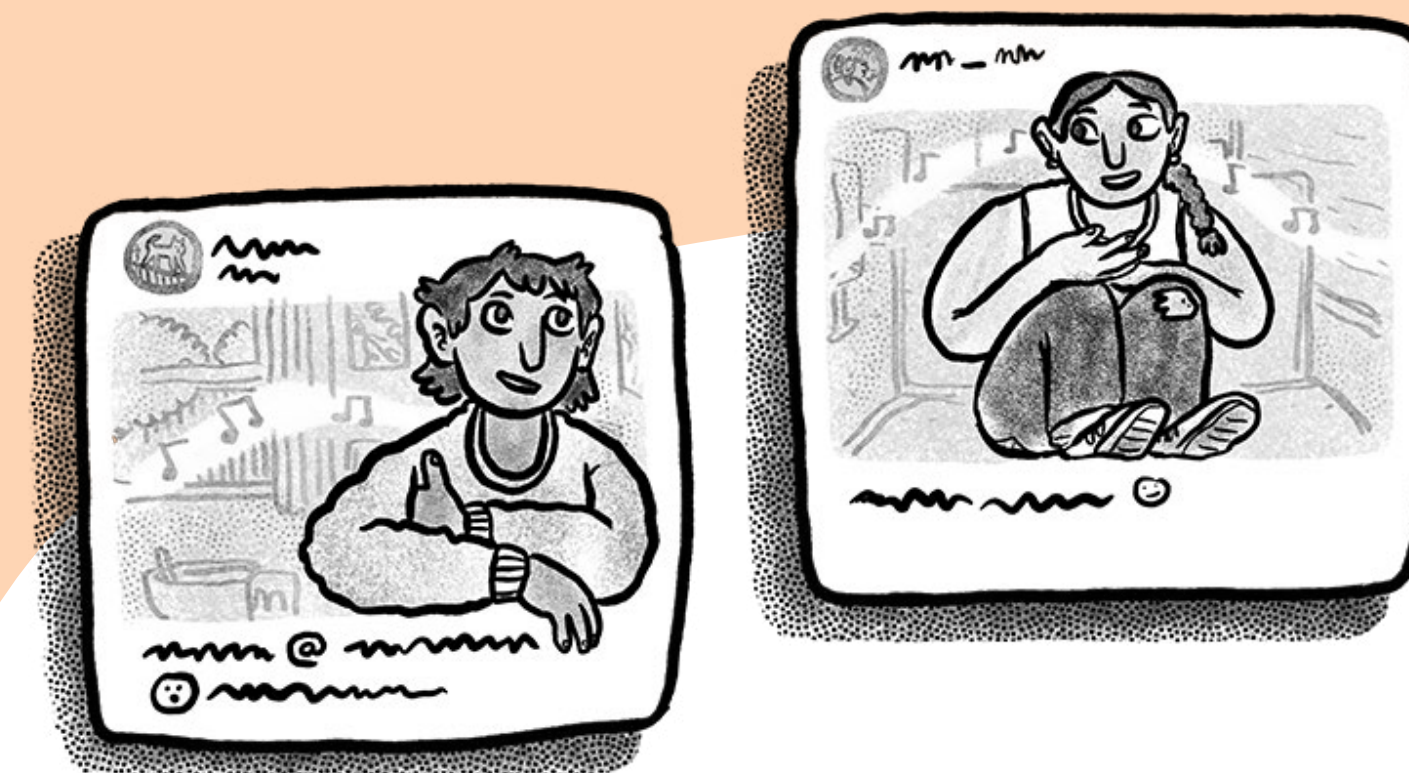
MOSTies are reflecting on how to stay well when waiting for care or in between sessions. This underlines how MOST bridges the gaps between face-to-face care by keeping young people engaged and supported.

4. Celebrating the wins!

We’ve seen a lot of posts celebrating small victories—from new jobs and relationships, to hitting savings and mental health goals. The MOST Community is a safe, moderated space for young people to share their thoughts and get support. Encourage your young people to check it out.

5. Rebuilding after toxic relationships

MOSTies are posting about how to deal with the aftermath of unhealthy or toxic relationships. If this sounds like your young people, check out the Relationships and Relaxation sections on the MOST Explore page for activities covering tricky conversations, handling rejection, identifying supportive people, and building self-compassion during hard times.



MOST user insights:

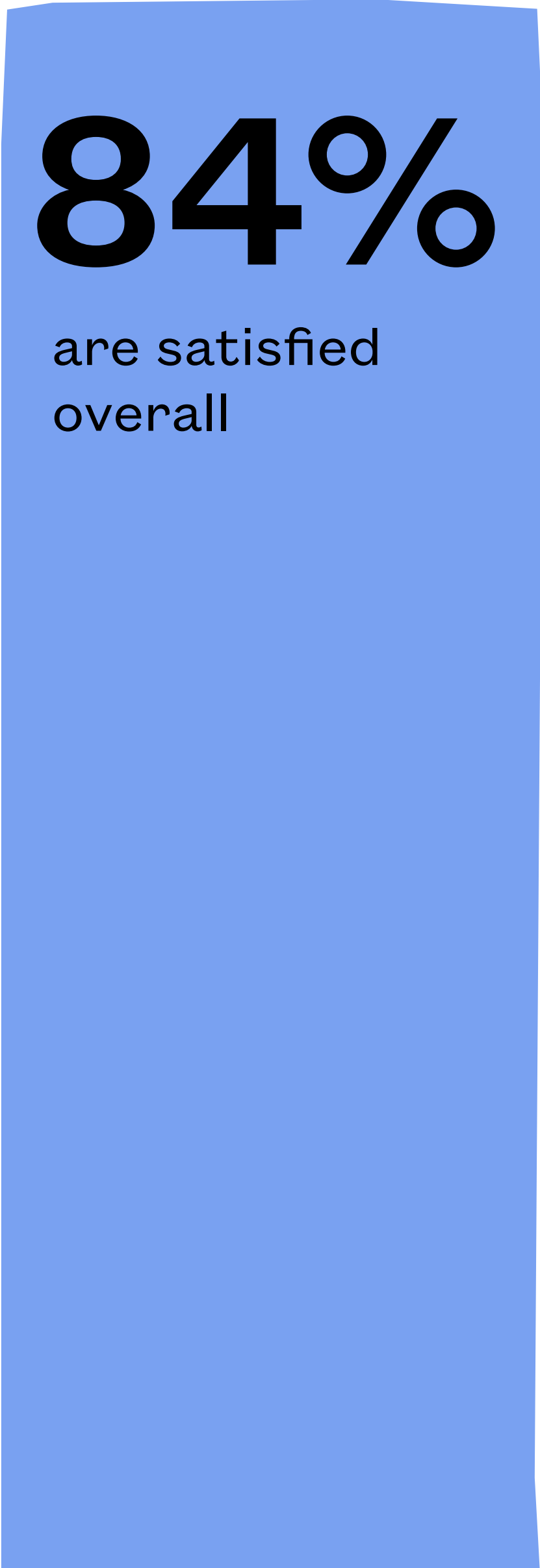
what the data shows us

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 July 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.



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



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

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



38% of young people show an **improvement** in mental wellbeing

This quarter on MOST

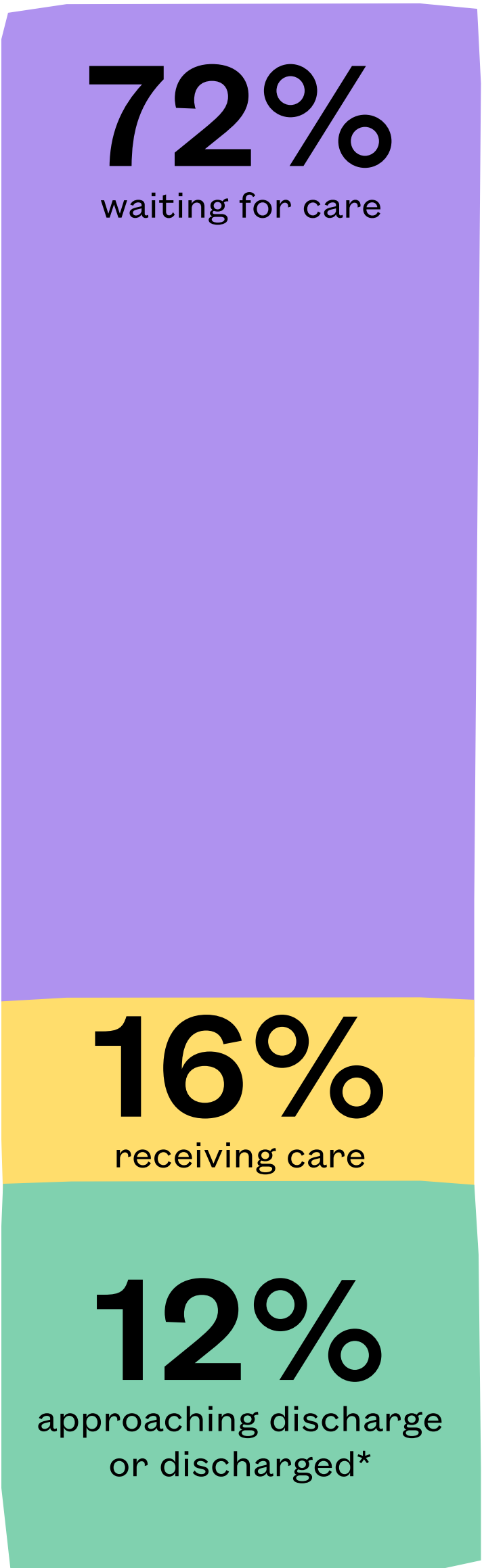
Here’s a snapshot of young MOST users in the ACT, and when they access digital mental health support.

Source: RedcapMOST baseline and 12wk surveys with young people and MOST PowerBi dashboard 1 July to 30 September 2025

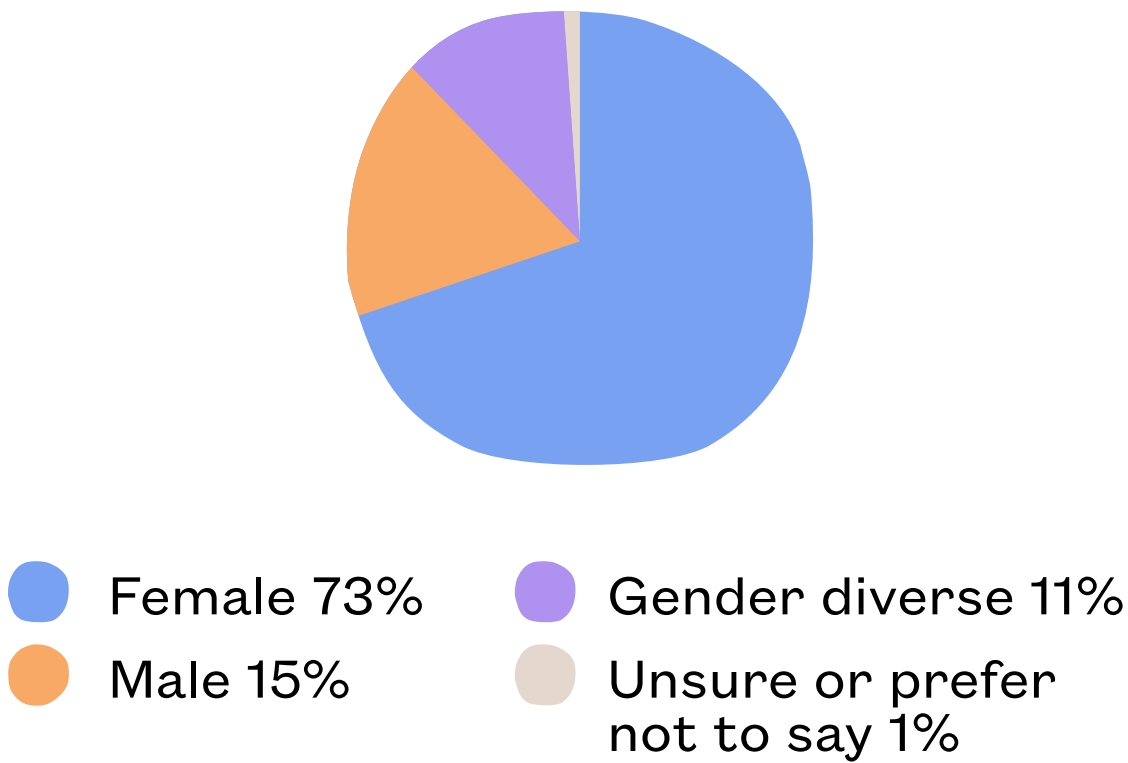
* Includes subthreshold referrals from specialist services

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

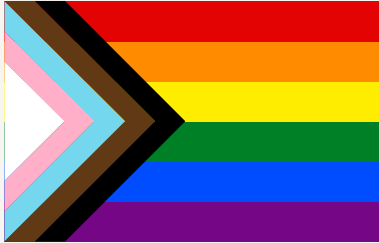
Stage of care at referral to MOST



Gender identity



4% Identify as Aboriginal or Torres Strait Islander

50%** Identify as LGBTQIA+ 

3–6pm

Peak MOST usage hours (nationally)

New young people onboarded to MOST

73



ACT: Helping services get more out of MOST

In October, we launched the MOST provider portal. Built from your feedback, the portal gives you more clarity and control by:

- * showing who’s referred, onboarded and active
- * highlighting usage and assessment data
- * simplifying how you navigate MOST.



Key benefits at a glance:



One login, two platforms

Log in once, then hit the simple toggle to move between your under- and over-15 accounts instantly, making MOST easier to access and use in-session.



Prepare for sessions

Check recent activity, assessments and IAR scores for a quick update on where your young people are at, to help with service or session planning.



Keep your caseload organised

Assign to me’ links young people to your list instantly, giving you a clean view of who you’re working with and what they’re doing on MOST.



See where every young person is up to

The dashboard shows who’s referred, signed up and onboarded, so you can see a full picture of your service, who’s getting support, and who needs nudge.



Extend your care

Seeing who’s active and what they’re doing helps you see how MOST is reinforcing skills between appointments and keeping your young people engaged.



Find what you need fast

Quick Links puts all our most important tools and resources, into one place so you can get what you need and keep focused on what matters.



New clinician guides

Find practical, evidence-based guides in the Quick Links section that make it easy to bring MOST into the room without adding to your workload.

Case study

Bringing MOST into the room

Felix, a Youth Counsellor at headspace Canberra, has found that introducing MOST during sessions (not just at referral) helps his young people stay engaged, practise new skills and build confidence between appointments.



Using MOST beyond referrals

headspace Canberra introduces MOST at intake to give young people immediate access to support while they wait for therapy to start. During sessions, Felix keeps the platform open on his device as a quick, low-effort way to integrate digital support into care.

In one example he shared, a young person with social anxiety was unsure how to communicate with peers. Instead of explaining techniques verbally, Felix opened a module on MOST to step through the DEARMAN method. He used it to help them develop a short plan to try before their next session. The visual structure helped break down the acronym, making the concept easier to explain.

Felix also described how he uses short activities in MOST to re-engage young people in-session:



“There are also comics. So if engagement is low during a session, why not invite the young person to have a read together—or even put voices to some of the characters and see if they engage with that?”

By blending MOST into his sessions, Felix strengthens engagement and encourages young people use the platform to build skills between appointments.

Key takeaways for services

- ✱ **Introduce with a conversation:** showing a young person how MOST works while you're sitting with them helps you explain it and link it to their therapy goals.
- ✱ **Keep it open:** logging in before your session means you can use MOST right away if the opportunity presents.

- ✱ **View activities together:** stepping through a short module or activity together can help build engagement during a session.
- ✱ **Encourage independent use:** invite your young person to return to the activity you practised together to strengthen their skills between sessions.

Case study

How 3 different services are using MOST

Across Australia, clinical teams are finding practical ways to integrate MOST into everyday care. These 3 case studies from Queensland show how MOST is helping to extend support, maintain engagement and make the most of limited session time.

Metro North Acute Response Team: single session model

This team provides brief interventions and single-session support for young people presenting with acute mental health concerns. Many young people need immediate strategies and ongoing support after their appointment. So, clinicians introduce MOST before sessions start and help young people sign up on the spot. This means they can look at MOST content with young people during sessions, strengthen their continuity of care and offer young people with practical, on-demand tools after discharge.

Yannanda Adolescent Day Program: integrating into group work

Facilitators onboard group members to MOST before the program starts. During sessions, they project the demo platform, discuss how to apply the content and set one action to try before the next session. After the session, they share that same module with participants to reinforce learning between meetings.

Gold Coast Central Continuing Care Team: lifting referrals

Managing a high volume of weekly referrals, this team saw an opportunity for MOST to support young people before, during and after allocation to a case manager. They tasked a student to review their referral list, contact young people to help them onboard, and speak with clinicians to identify where MOST could complement care. By championing MOST across the team, the student helped generate a noticeable increase in referrals and engagement, showing how a simple change can make MOST more accessible.

Key takeaways for services

- ✱ **Refer early for single-sessions:** referring young people before their session means they can get support immediately, and have access to MOST’s evidence-based tools after discharge.
- ✱ **Show don’t tell:** Viewing an activity together—whether in a 1:1 session or as a projected activity in a group—helps familiarise young people with MOST and link it to their therapy goals.
- ✱ **Appoint a champion:** Dedicating someone to review your workflows, follow up referrals, and identify where MOST can complement your care can significantly lift referrals and engagement.
- ✱ **Build around MOST:** Embedding MOST into session plans or group programs helps you reduce prep time, support newer clinicians and keep interventions consistent, engaging and evidence-based.



What's next?



MOST continues to make a difference in the lives of young people across 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 experiencing 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**





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most.org.au/referral-home