

Helping young people feel better

A year in review
2024/2025

REACHOUT



Contents

- 3 A message from the Chair and the CEO
- 6 A year at a glance
- 8 Partnering for impact
- 10 A community of champions
- 11 Our backers
- 13 Financials

This report covers the period 1 October 2024 – 30 June 2025, reflecting a change to ReachOut's financial year.

We acknowledge the traditional owners of Country throughout Australia and recognise their continuing connection to lands, waters and communities. We pay our respects to Aboriginal and Torres Strait Islander cultures, and to Elders past and present. We recognise connection to Country as integral to health and wellbeing.

We also acknowledge people with lived and living experience of mental ill-health and recovery, along with their carers, families and supporters. We value the courage of those who share their unique perspectives for the purpose of learning and growing together to achieve better outcomes for all. We recognise their vital contribution to the sector and to the development of ReachOut's services.



A message from the Chair and the CEO

Evolving user behaviour, the rapid pace of growth in new technologies, developments in government policy, and a tight funding market all intersect to create new challenges and opportunities. In the face of these changes, our team has been brave and bold, tackling challenges head-on and making the necessary strategic pivots to continue having a meaningful difference in the lives of young people in Australia.

This year, we have set the foundations for future growth and innovation. By strategically reflecting on our role in addressing Australia's ongoing youth mental health crisis, we have defined a clear path forward. As we close the financial year ending 30 June 2025, we know what we need to do next, and we're taking steps to get there.

Technology continues to reshape the way young people engage with services and the world around them. It's also changing how we as organisations respond. In recent months, we've doubled down on our exploration of AI. Young people have told us they're already using AI to support their mental health. And while it is here to stay, its current use raises concerns. As an organisation committed to the mental health, wellbeing and safety of young people, we have a responsibility to engage and provide safer, more reliable alternative options.

A message from the Chair and the CEO

In December 2024, we launched a pilot of our AI-driven service, [Ask ReachOut](#). We've since grown the scope and reach of the service. We've learnt by co-designing and testing the platform with young people, and early results validate our new direction. In the coming year to 30 June 2026, we'll continue exploring how we can use AI to broaden our use cases and supercharge our support.

But technology is a tool, not a solution. For support to be effective, it needs to be underpinned by evidence and grounded in human connection, with lived experience at its core. This is what sets ReachOut apart. We are guided by a belief that AI should expand access to mental health support while preserving human-to-human connection.

That's why our core services, like ReachOut PeerChat, remain a central focus. This year, in response to young peoples' rapidly evolving needs, we shifted PeerChat from a booking-based system to on-demand.



'AI should expand access to mental health support while preserving human-to-human connection.'

This has been transformative, allowing us to support more young people in their time of need. Our recent [PeerChat Evaluation](#) found that the service is having an impact, with 74 per cent of users feeling better after their chat.

ReachOut Parents has also adapted to meet changing user needs. We embedded the new in-house Parents Coaching team, transitioned to a new platform and launched our new Parents' Instagram, kicking off with an ['Ask an expert' series](#) in direct response to parents' and carers' feedback on the support they want and need.



A message from the Chair and the CEO

In the social and emotional wellbeing space, we have continued to co-design culturally safe resources with First Nations young people, while ensuring they reach relevant audiences. Building strong and trusting relationships is central to the success of this work. We are collaborating closely with the Cape York Partnership group and are developing our very first First Nations Youth Advisory Group to guide our efforts.

Partnerships play a key role in driving our new strategy forward. In the last year, we have established new corporate partnerships and strengthened existing ones, securing the resources and technical expertise needed to scale our impact. We have also worked closely with our sector partners to streamline service provision and enhance coordination, enabling more people to access support that meets their unique needs more quickly.

But young people continue to be our most important partners. Over the past year, we conducted multiple co-design workshops, which generated valuable insights that have shaped the future vision for ReachOut's services. These sessions ensure that young



people are central to our decision-making. We've also continued to platform youth issues by supporting [ReachOut's Youth Advocates](#) to share their experiences and perspectives with key decision makers.

These efforts set the foundations for what comes next. We're now in a stronger position to take on the youth mental health crisis. While we know there will be challenges ahead, we're embarking on this journey together as one team, connected by a clear purpose and shared values.

We'd like to thank everyone who has supported ReachOut in the last year. Our corporate partners, government, individual fundraisers and volunteers. But most importantly, our team.

This has been a mammoth amount of work, and none of it would have been possible without the commitment of the ReachOut team. Together, they have done a tremendous job adapting to the ever-changing external environment. The team has identified critical gaps in the sector and innovated to respond to these unmet needs. They have been brave in the face of uncertainty, agile in response to immense change and remained determined to improve access to critical mental health support.

Young people need support from ReachOut now more than ever, and we're well-positioned to deliver it, together, as one team.

Change is needed in mental health, and we're not waiting.

Michael Gonski
Chair, ReachOut Australia

Gary Groves
Chief Executive Officer, ReachOut Australia

A year at a glance

Period: 1 July 2024–30 June 2025



For a detailed view of our impact and to hear directly from our service users, check out ReachOut's 2024–25 Social Impact Report.



Helping young people feel better

- More than **2.2 million people** found anonymous and confidential support across our service, products and offsite channels.
- **4557 one-on-one PeerChat sessions** delivered a safe space for young people to connect with someone who understands.
- **85.6%** of users would recommend PeerChat to a friend.
- **79.8%** of users reported feeling better after their session.
- **15,688 people** found urgent help when they needed it most by visiting our Urgent Help and Suicide Safety Plan pages.

'I think PeerChat takes away some of the fear when having these kinds of conversations for the first time because it's private and confidential, and there's no risk or need for anyone else to know unless you're ready.'

'[The peer worker] was really great at helping me feel like I wasn't alone in what I am feeling and validated the way I am reacting to the situation.'

Post-session survey

'PeerChat gave me an opportunity to express the struggles I faced. They [peer workers] helped me [to] realise that school is not the be-all or end-all. School didn't feel as crippling. It [PeerChat] gives people hope for the future... that's for sure.'

User interview

A year at a glance

Helping parents feel better, too

- **440,912 parents and carers** accessed support through our dedicated service.
- **881 one-on-one Coaching sessions** helped parents feel more confident in supporting their child's mental health.

'I came to this session the lowest I think I have been and I leave with a lot of hope. I now have strategies and tools that will help all of us. You are my hero.'

Parents One-on-one Coaching Service User, May 2025

'We have got more value from you than anyone else we've spoken to. You've given us so many tools which have all worked and prevented things from getting worse.'

Parents One-on-one Coaching Service User, January 2025



'This has been amazing, the sessions and discussions and planning has helped. I wouldn't have done things this way if I'd done this all on my own. It's helped me untangle things and have direction. I feel so much more confident now and my teen described our relationship as "quality".'

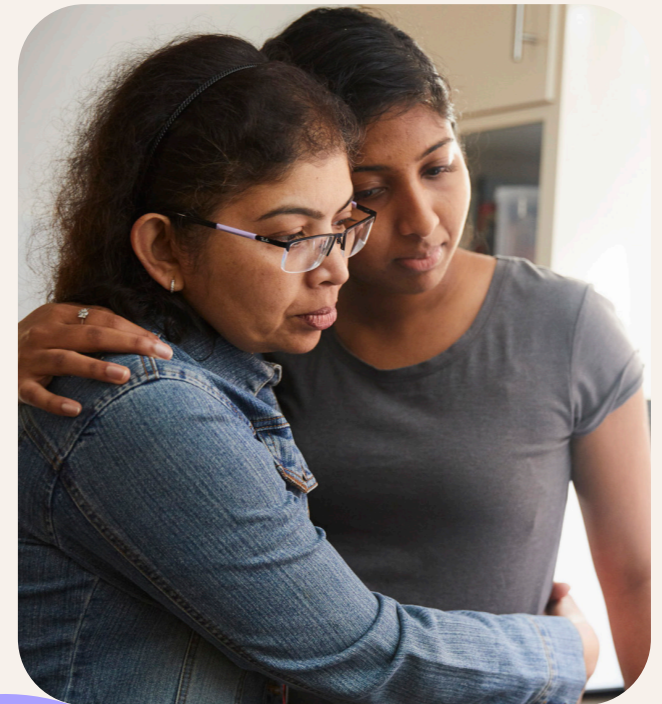
Parents One-on-one Coaching Service User, June 2025

'You really listened and understood what has been going on, but not only that you've given us something simple but so meaningful that we can use to take baby steps forward. You've honestly been brilliant, I am so grateful to have stumbled across this service and all the nights I've spent researching has led to getting this support.'

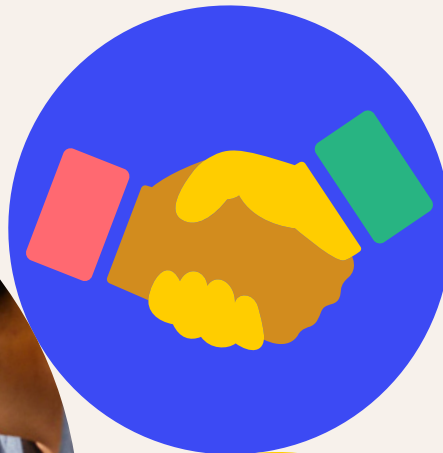
Parents One-on-one Coaching Service User, December 2024

Equipping school communities

- **82,285 school staff and students** used our resources to build a better understanding of mental health and wellbeing in their communities.



Partnering for impact



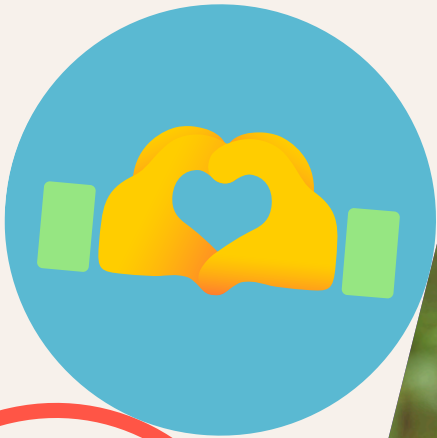
Boost

Boost has partnered with ReachOut for the past 4 years to support the mental wellbeing of young people in Australia. Our mission has always been about helping people feel their best, and this partnership allows us to do that.

ReachOut provides a safe space for young people to learn, connect, and access support early, and we help amplify that message in the places they already are – online, in-store, and among their peers.

Over the past year, we've shared ReachOut's resources across our channels and within our community, encouraging open, everyday conversations about wellbeing. We've also supported key initiatives like *Laps for Life*, raising awareness (and some solid laps) for youth mental health, and promoted exam support resources during Mental Health Awareness Month and exam season, putting help in front of students when they need it most.





PNI Foundation and Antipodes Partners

The PNI Foundation and Antipodes have had a meaningful partnership with ReachOut since 2017. In FY25, our funding was directed towards refining and expanding the ReachOut Parents Service.

With many of our team members being parents themselves, we recognise how important it is to support parents as they navigate the challenges facing their teenage children. We are extremely proud to have contributed to the service that provides parents across Australia with one-on-one support, practical advice and access to a wide range of resources. The work that ReachOut has done in this area is exceptional and genuinely helps to make some of the most complex issues facing teens far less daunting.

We were also delighted to support ReachOut's *Laps for Life* campaign, both as a matched-giving supporter and as active participants. A team of Antipodes executives took part in the inaugural *Laps for Life* CEO Challenge, setting themselves fundraising and swimming goals in support of ReachOut. Under the guidance of Ian Thorpe, the team's swimming skills improved, and the experience was immensely rewarding and enjoyable for everyone involved.



A community of champions



Our events not only raise vital funds to support youth mental health, they also drive greater community awareness of ReachOut. They are creating more opportunities than ever for meaningful conversations about wellbeing. By providing safe spaces for participants to connect, we are fostering a culture of mental health champions. Supporters can initiate conversations about mental health and the impact of suicide, opening the door to safe, honest dialogue within their families, friendship circles, workplaces, and schools.

In 2025, we celebrated the continued success of *Laps for Life*, which remains Australia's leading youth swimming fundraiser. Last year, more than 10,000 swimmers joined us nationwide. The reach and engagement of these events show how virtual spaces can host powerful, safe conversations and help newcomers feel welcome in our community.

Throughout the year, our community has gone above and beyond, organising their own fundraising and awareness events – from swimming the English Channel, to cosplay events, surfing challenges, joining charity runs, walks, holding bake sales, and more. Each initiative, big or small, is a vital part of our network and helps extend our positive impact.

We welcomed returning faces and were delighted to introduce many newcomers to the ReachOut community. From all of us at ReachOut, an enormous thank you to our inspiring communities and dedicated individuals. Your support is making an incredible difference for young people's mental health and wellbeing across Australia.

Our backers

Last year, more than 2 million people turned to our services to get support, connect and chat anonymously, and feel better.

We'd like to thank our backers for helping us to continue supporting young people and their families through peer support, coaching, personal stories and other online resources.

We recognise our government partners, the Australian Government Department of Health, Disability and Ageing, and Department of Social Services, for their funding and support for our services. We also thank our corporate partners for their generosity and dedication to supporting young people and their mental health.



Our backers

Government



Platinum Partners



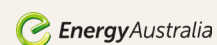
Diamond Partners



Gold Partners



Silver Partners



Bronze Partners



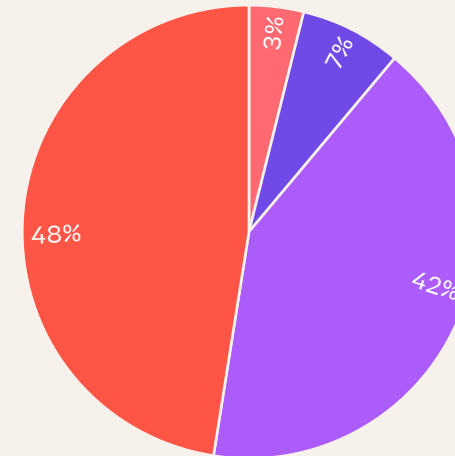
Pro Bono



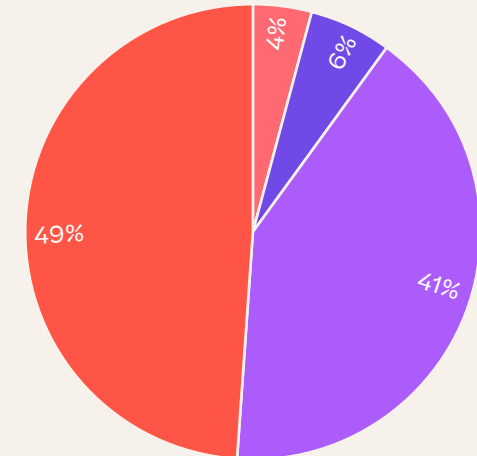
Financials

	\$ 30 Jun 2025	\$ 30 Sep 2024
INCOME		
Government grants	6,807,829	8,619,666
Donations	5,962,287	7,253,861
Non-government grants	1,000,393	1,017,841
Interest income	458,083	736,585
Consultancy and other income	81,875	13,305
Total Income	14,310,467	17,641,258
EXPENDITURE		
Employees	8,286,520	10,690,476
Design and delivery of services	1,819,714	2,931,057
Marketing	1,309,878	1,354,011
Fundraising	1,151,553	1,168,242
Administration (This includes occupancy, depreciation and amortisation)	856,948	1,291,920
Total Expenditure	13,424,613	17,435,706
OTHER COMPREHENSIVE INCOME		
Net fair value gain/(loss) of financial assets	(63,016)	(10,195)
Surplus	822,838	195,357

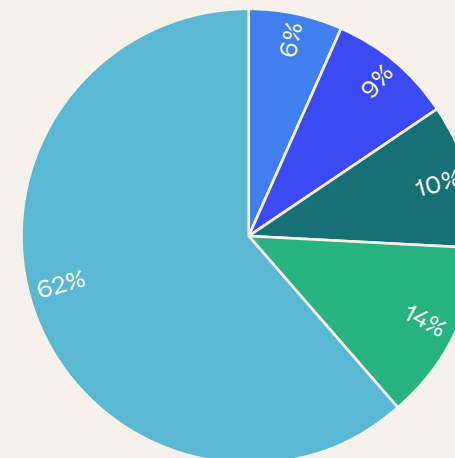
Income 30 Jun 2025



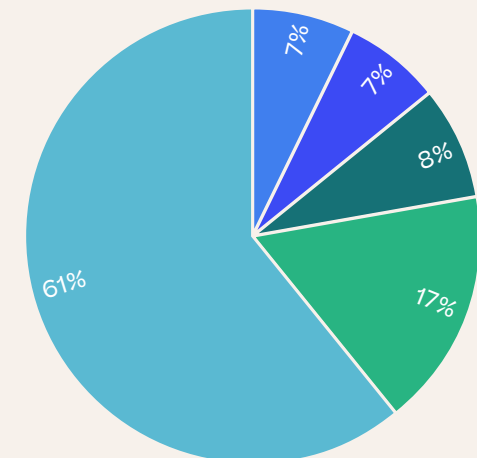
Income 30 Sep 2024



Expenditure 30 Jun 2025



Expenditure 30 Sep 2024





© ReachOut Australia 2025

ABN 27 075 428 787 DGR 442 641

Gadigal Country
Suite 11.02, Level 11, Central Square
323 Castlereagh Street
Sydney NSW 2000

Call us on +61 2 8029 7777

or email info@reachout.com

ReachOut provides a safe, online place for young people to chat anonymously, get support, and feel better. And, ReachOut's resources for parents and schools provide valuable information and advice to help them better support the young people in their lives.