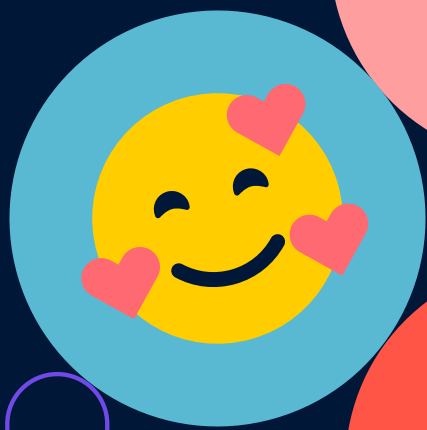


# REACTHOUT AUSTRALIA 2021/22

A year in review.



Feeling



better

starts



here

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This report covers the period 1 October 2021 – 30 September 2022.

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 living-and lived-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 service.





A

message

from

the

Chair

Andrew Wilson  
Chair, ReachOut Australia

After two years dominated by the pandemic, 2022 brought glimmers of hope that the worst might be behind us. But as restrictions eased and vaccinations rolled out, the mental health challenges young people face remained and evolved. New crises emerged, too, with widespread, repeated flooding and Russia's war on Ukraine. In this environment it's no surprise that young people continue to find it tough as they learn to navigate an increasingly complex and rapidly changing world.

2022 has been a big year for ReachOut. We connected more than 2.6 million young people, parents, carers and educators with the support, advice, guidance and community they need to feel better. And following extensive consultation with young people, we implemented our new strategic plan, which is seeing us transform into a holistic support network offering a unique user experience. Central to this is expanding our online peer support and utilising technology and data to guide users to the support options right for them.

Peer support is a vital part of our future service plans. Last year we redeveloped and relaunched our [Online Community](#) to make it easier to check-in, connect and share experiences. This year we launched our new one-to-one peer support

'ReachOut  
plays an important  
role in stopping the  
negative thought  
spiral'

service, [PeerChat](#), which allows young people to connect with trained peer workers via online chat. I'd really like to thank the peer workers, young people and other experts who worked with us through research, co-design and co-production to ensure we're delivering a best-practice service.

You've probably noticed ReachOut looks a little different too. This year we unveiled a new brand identity which was supported by a multi-channel awareness [campaign](#). The rebrand represents a complete overhaul of our visual identity to ensure that it reflects both the lives of young people across Australia, and the breadth of the mental health support we provide.





‘... this is just the beginning of ReachOut’s transformation.’



We have a new brand positioning too – ‘Helping young people feel better’ which was co-developed with young people. It’s simple and speaks directly to the impact we want to have. And speaking of impact, our *Stopping the Spiral* [report](#) demonstrates we are doing just that, showing that ReachOut plays an important role in stopping the negative thought spiral many young people experience when they are distressed, helping them feel calmer, and then to take action to improve their wellbeing.

It’s been a busy year, but this is just the beginning of ReachOut’s transformation. We’ve made a conscious decision to deliver more impact and to that end are utilising our limited reserves to invest in our services and make a difference right now. As a result, ReachOut’s financial year 2021/22 ended with a planned deficit, which will likely continue in 2022/23.

We continue to rely on the generous funding support we receive from the Federal Government, our corporate partners and generous community fundraisers. Without them we would not be able to deliver support to millions of young people (and their parents, carers and schools) and would not be able to continue to drive innovation and impact at the forefront of digital mental health service delivery in Australia.

For me, this year marks the end of my ninth year with the organisation and therefore this is my final Annual Report as a Director and Chair of ReachOut. Since I joined the Board in 2014, ReachOut has evolved and grown materially, but throughout this time, our commitment to helping young people feel better has remained at the heart of everything we do.

I would like to thank the passionate and dedicated team at ReachOut, led by our tireless CEO Ashley de Silva, as well as my fellow board colleagues and our incredibly generous supporters. It is only with your efforts that ReachOut can achieve its purpose: better mental health and wellbeing for all young people.

So, as 2022 comes to a close, I hope that all Australians will continue to make youth mental health a priority and support the young people in their lives. Here’s to 2022’s glimmers of hope shining through to a brighter 2023.

A

message

from

the

CEO

Ashley de Silva  
Chief Executive Officer,  
ReachOut Australia

This year, despite its challenges, ReachOut has continued to help thousands of young people to feel better about the issues they're facing today, and better able to handle them in the future. But evolving challenges for young people has meant changes for ReachOut too.

We've been focussed on innovation and how our service can best evolve to meet the changing needs of the young people we're here to support. Since inception, ReachOut has always been shaped by young people wanting to make a difference. That's why I'm so proud that young people have been at the centre of the work we've been doing to set our strategic direction, co-design and co-produce new services and resources, and develop and launch our new brand. I'm always in awe of the young people who partner with us to share their experiences in the hope it will help others.

Youth involvement and lived-experience have always underpinned ReachOut's success as a service. I'm so proud that this year we've taken significant strides in further embedding lived- and living-experience into our service as we've developed and built a team of peer workers to lead delivery of our new [PeerChat](#) service. We've learned so much from our peer workers already and I know we will continue to do so.



**'ReachOut has always been shaped by young people wanting to make a difference.'**

‘We continue to see the ways in which ReachOut’s support is highly effective.’

I’m so grateful for the support we receive from our funders, big and small. Your backing enables us to deliver meaningful support that’s designed specifically to meet the needs and help-seeking preferences of young people. Central to this is your ability to think beyond what our service system looks like today and imagine what could be.

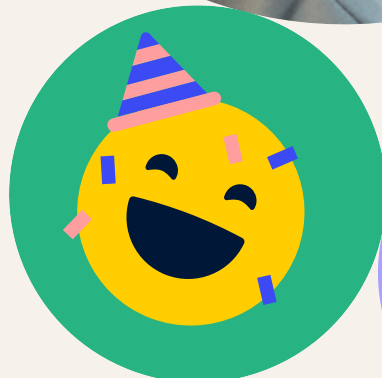
We continue to see the ways in which ReachOut’s support is highly effective. Our [Check-in study](#) demonstrates the real impact and immediate relief we’re able to provide – and that we help young people build their resilience going forward. Impact is critical, so it has been great to see the step-change we’ve begun this year through the development of our new Social Impact Framework.

To everyone that has been a part of our 2022 team – our inspiring youth ambassadors, volunteers, supporters, partners, board members and our fabulous team: thank you. You each make a huge contribution and we wouldn’t be able to help the young people, parents and carers that we do without you. At ReachOut our vision is better mental health and wellbeing for all young people. It’s clear to me that your support, work and dedication also means that better starts with you.

As 2022 rapidly draws to a close, let’s take a moment to be proud that we’ve gotten through the last few years. It hasn’t been easy. I look forward to again working with you over the coming year to support millions more young people to get the support they need to feel better.



A year  
in review



We provided a safe place to chat anonymously and find support.

#### YOUNG PEOPLE CHECKED IN

Our ReachOut Online Community **was a safe place for 266,123 young people to connect and find more support when they needed it. These young people shared their experiences across 7911 posts.** The Community also provided important support for those going through an especially tough time – **2670 young people completed the ‘Daily check-in’ and described what they were experiencing as ‘a lot to handle.’**



'Hi all, I am also new here and got a lot of information. Slick platform, great community.'

Parents Discussion Online Community user,  
July 2022

'Thank you for responding and directing me to the article. I not only read it, but also printed it out and discussed it with my son.'

Parents Discussion Online Community user,  
June 2022

### WE LAUNCHED A NEW SERVICE

This year we launched ReachOut PeerChat – a safe, anonymous space for young people to be heard. This service, co-designed with young people, uses online text chat to connect young people with trained peer workers – people with their own experience of mental health or life challenges who actively listen and let the young person guide the conversation. More than 180 strengths-focused and recovery oriented sessions were delivered in the soft launch phase, with more than **80% of young people indicating they felt better than before the chat.**

### PARENTS AND CARERS MADE CONNECTIONS

We helped **173,279 parents and carers find solutions and support** by connecting them to others in similar situations, with 2823 posts being shared on the ReachOut Parents' Online Peer-Support Community. And we partnered with Raising Children Network to bring more than 13,000 parents and carers to relevant posts for additional support.

### WE TEAMED UP WITH THE BENEVOLENT SOCIETY

In partnership with The Benevolent Society, we worked with more than **700 parents and carers, one-on-one, to develop customised support plans** to help them support their teens through tough times. These parents and carers told us that the program helped them feel more confident about their parenting.

### WE LAUNCHED A NEW SITE

And, to cap it all off, we launched a new site. One that connects young people, parents and carers, and teachers to the support they need as fast as possible. Whether it's to one-to-one peer support, reading an article or doing a quick breathing exercise, the new site guides young people, parents, carers and teachers through easy to complete activities so that they can feel more connected first, then progress through to the most relevant of ReachOut's service offerings, according to their individual needs.

'Everything has been really helpful. I am looking forward to the resources you are going to share, especially the ones I can show to my son. Talking through it all has helped me realise that although I'm concerned about school refusal, communication is where I need to focus right now and hopefully the rest will come in time.'

ReachOut Parents Coaching user,  
September 2022



We helped young people, and their parents and carers, feel better.

'The sessions help me make more sense of what is happening for my teens. The coaching is beneficial and talking through it helps it sink in a bit more. This style of support really resonates with me and having someone write down my thoughts helps me solidify what needs to happen.'

ReachOut Parents Coaching user,  
September 2022



#### MORE CALM AND LESS WORRIED

Young people told us that using ReachOut helped them understand why they were feeling stressed or down. And, after using ReachOut, they felt more calm and less worried.

#### A BETTER UNDERSTANDING

Parents and carers told us that – after using ReachOut Parents – they had a better understanding of what their teenagers were going through, and that they were able to access practical strategies to support them.

'Thank you for your open and sincere advice. I am often caught in the middle of, should I follow my motherly instincts or, worrying if what I set as rules will affect my daughter in the long run. You reassured me that's it's ok as a parent to protect her and, as her mom, I do feel the need to express what it is I don't like about this boy.'

Parents Discussion Online Community user,  
September 2022



'If someone asked me a year ago what service I'd want to see or use to navigate the world of mental health, an anonymous and digital service like Peer Chat is what I would have described. I'm happy to know it exists and that ReachOut is the one that's brought it to fruition.'

PeerChat service user,  
July 2022

We were there  
when they needed  
us most.

#### LIFELINE PARTNERSHIP

We continued our partnership with Lifeline to provide support to those who viewed several pages on topics of suicide, self-harm, depression, coping, isolation, loneliness or anxiety. A dedicated pop-up was presented to 2174 individuals, asking if they needed immediate support.

#### URGENT HELP

On ReachOut.com, our 'Urgent Help' page was viewed more than 24,000 times. And, in addition to our work with Lifeline, **we connected 56,363 visitors to the right support at the right time** through referrals to other services.

#### DUTY-OF-CARE INTERVENTIONS

And we undertook **683 duty-of-care interventions across our services** to ensure our users were safe and connect them with urgent support and other services when they needed it.

'Thank you for listening, it means a lot that I can come here, and you guys will listen so compassionately to whatever my thought process may be. It just helps that it's not only in my head and seeing kind replies sort of models for me how I could be kinder to myself when I have these thoughts.'

Online Community (Youth),  
August 2022

'I was lucky enough to be guided by the Moderators and other members in helping me to learn to cope... I was able to learn not only more about myself but about others, how I could help and support better. It has helped shape me into my role that I now work in. I have been able to follow so many journeys and stories of many members both past and present, be able to help new members, give out Friday fives, and participate in many conversations. Thank you all for letting me be a part of your world.'

Online Community (Youth),  
September 2022



Our personalised options helped people find the support that was right for them.

We made it easy to connect to the information and tools people need to understand their experience and feel better.



We empowered the broader community to make a difference.

#### NEXTSTEP

**75,756 visitors explored personalised support recommendations** through NextStep, which included providing 8859 users with recommendations to other services for specific needs.

#### STUDENT SNAPSHOT

And we helped teachers better understand the wellbeing needs of students transitioning from primary school to high school. More than **11,300 students completed a survey through our Student Snapshot tool** which aims to identify mental health challenges being faced by students, and help teachers build and deepen relationships with those students.

#### 2.6 MILLION PEOPLE REACHED OUT

In total, more than 2.6 million people sought support from ReachOut across our services for young people, parents and carers, and secondary schools.

We provided information to help young people boost their knowledge and confidence, and delivered tools and support so they could engage with effective self-help strategies to improve their mental health status, reduce suicide risk and increase help-seeking behaviour.

- **2,003,991 Australian visitors to ReachOut.com (our site for young people)**
- **466,975 Australian visitors to ReachOut.com/Parents**
- **165,961 Australian visitors to ReachOut.com/Schools**

#### 40,000 MENTAL HEALTH ADVOCATES AND SUPPORTERS

We built a community of more than **40,000 mental health advocates and supporters through Laps for Life and Make A Move**, empowering them to improve their own wellbeing while supporting young people across Australia currently experiencing mental health challenges.

# Stephanie's Story


I was lucky enough to be brought up in a home where talking about your mental and emotional health was okay. But I think I've always felt a bit different and a bit lonely. I was bullied and excluded in primary school which left me with pretty bad self-esteem, however, I had a passion for learning and really excelled in academics.

On school presentation day in Year 9, I received top marks in not one or two, but five subjects. I was stunned. I didn't even know where that had come from. But what could have been a great empowering moment for me turned into a nightmare, as my brain convinced itself that this achievement was now who I was and keeping it up was my gateway to being liked, and to liking myself.

I spent the whole school holidays and first half of Year 10 with a huge knot in my stomach that I couldn't untie and didn't understand. I struggled to sleep, lying in my bed for hours just staring at the ceiling. I was filled with fear. I had no idea what this new 'identity' was or how I would keep it up.

One day I had a moment of crisis where I was crying a lot. My year coordinator took me to see the school counsellor, who suggested I might have depression and anxiety. She tried to explain that 'people like me for more than just my successes'. I found it hard to understand but I realised that stressing out all the time wasn't doing me any good. From that day on I decided to address my mental health head-on.

I finally made it to university. But in my second year, the stress of uni sent me into another spiral of depression and caused me to develop



'I decided to address my mental health head-on.'

harmful eating habits. After talking to my family doctor I started taking medication for my depression and anxiety. These helped stabilise my mood. Then, mysteriously, they didn't seem to work as well.

It was in my fourth year of uni, sitting in the psychologist's office, that I had a conversation that went like this: 'I think my medication isn't working anymore. I'm still depressed, I'm also getting really bad side effects. Also, I'm full of energy, I just signed up for a bunch of clubs, I feel like I don't need sleep, and am completely fixated on the idea that my racing thoughts right now

'I use my lived-experience to improve myself and the world around me.'

might not be normal. Does any of this sound off to you?' This was when I was told I had Bipolar 2 Disorder.

From my first diagnosis in Year 10, it took me another 6 years to finally get diagnosed correctly. I'm one of the two per cent of Australians with Bipolar 2 Disorder, characterised by episodes of depression and hypomania.

This revelation was a blessing because I was given the right medication which allowed me to function even at the worst of times. However, as with any medical journey, there were still lows. Side effects included weight gain, and oversleeping, and as I was transitioning from my old to new meds, I made some mistakes with assignments. Along the way, I also had to let go of toxic friendships. I couldn't justify stressing out about friendships after working so hard on myself and my own mental wellbeing.

When I was googling my symptoms, I still remember an article from ReachOut was the FIRST one that appeared. It told me everything I wanted to know, symptoms, what treatment might look like, and when to reach out and talk to a professional. It gave me a better understanding of what I was going through, and in language I understood.

If there was a cure for what I've gone through, I would take it, as I still do live with generalised anxiety and manage the side effects of my

## Stephanie's Story



medication. But seeing as there isn't a cure, I decided to do the next best thing – I use my lived-experience to improve myself and the world around me.

Today I am proud to say that I'm a Youth Ambassador and a moderator on the ReachOut Online Community. I share my story and provide peer support and continue to pass on my own lived-experiences to young people. When they're struggling with their identity and anxiety, I want them to have a sense of belonging in a safe community.

Today, nothing matters to me more than being true to myself and finally feeling empowered to take control of my life and my story.







Taking part in *Laps for Life* and *Make A Move* increased participant's capacity to initiate conversations about mental health and the impact suicide has had on them, their families and their communities.

Championing the value of sharing lived-experience at a community level has given our supporters the opportunity to meaningfully connect around a shared cause – both online and within their immediate community and network.

Participants from across the country share messages about swimming, movement, wellbeing and fundraising to their social media accounts. And, they also share experiences of mental ill-health, suicide, recovery, memories of loved ones and hope.

ReachOut has created a connected community of like-minded participants who are improving their own wellbeing while supporting youth mental health. After engaging with our events, participants were more connected, felt their mood had improved and were proud of their achievements.

Our amazing *Laps for Life* and *Make A Move* communities have come together to raise much needed funds for ReachOut. These funds have enabled ReachOut to provide relevant and impactful services that are making a difference right now - and invest in new services for the future. The funds raised by our *Laps for Life* and

'Laps for Life was a great experience which combined education with wellness and community spirit. It was fun to fundraise, challenge myself and improve my physical and mental wellbeing all at once.'

Stephanie, ReachOut Youth Ambassador and Laps for Life Participant 2022

'Having something to work towards, especially in some of the darker days of lockdown was great for my own mental health – it encouraged me to get up and move which then made me feel even better!'

Alicia, Make A Move Participant 2021

*Make A Move* communities are pivotal in helping ReachOut respond to new and emerging needs of young people, helping them feel better about whatever is going on for them.


We would like to extend a huge thank you to the community for helping improve the lives of young people across Australia.

# George's Story

My mental health difficulties first came up when I was around 12 or 13 and moved into high school. I was aware of physical symptoms first – like headaches, loss of appetite and tiredness. My mum took me to see a doctor who ran all kinds of tests, and when she finally suggested anxiety, we thought she was way off given I'm very laid back and not generally an anxious person. It turned out she was on the right track though, and as things progressed it became more apparent, I was dealing with depression.

I found everything really hard – managing friendships, trying to fit in, being a teenager and drifting from my parents and younger siblings. I felt like no one in the world understood me, and it was a pretty tough couple of years, dealing with depression and high school. Years 11 and 12 presented their own unique challenges, but I was able to keep on top of my mental health by taking care to manage things like study and relationship stress. I was fortunate to have some good friends around me and that really helped.

When I was around 20, things took a bit of a turn again. My GP referred me to a psychologist, who asked, 'what brought you in today?' I remember sitting in another psych office for the hundredth time in my relatively short life, trying to figure out how to answer such a simple question ... I explained all the good things: I had a job that I loved, lots of friends, a good family. I was social, active, eating well, and everything on paper was great, but I just couldn't feel any of it. I said, 'life just has to feel better than it does for me right now.'



'There are always options. Even when it feels like there are none.'



That kicked off a really long journey where things got a lot worse before they got better. I went through a lot of trial and error with medications, I got passed from professional to professional and eventually spent time admitted to inpatient care in hospital. I felt extremely isolated, lonely, and hopeless. Nothing was working to lift my depression. I couldn't sleep properly, I wasn't eating well, and every morning I would wake up with a sense of dread and despair at having to face another day.

My relationship with alcohol changed throughout this period too as I struggled to cope, and I developed problems with addiction and

dependence on top of my depression. After a few really devastating years, I'm finally on the other side. There was no special turning point or magical cure, but a combination of things such as finding a medical team who understood me, gaining stability in my relationships and most importantly giving myself the time and space to get better.

Today, I'm almost at three years of sobriety, and I've achieved a lot over the past few years despite many challenges and setbacks. My relationships with my friends and family are stronger than they've ever been, and I have a sense of peace and calm when I wake up in the morning. I ran my own business, which was an epic learning curve, and I've since landed some awesome jobs pursuing my career as a chef.

I first got involved with ReachOut through Raise Dough in 2019. I chose to do it because it worked really well with my business at the time (a bakery), and I just thought it'd be a fun way to tie my values into my business.

Even today, I still find myself reading ReachOut articles or watching videos from time to time. I recently joined the ReachOut Online Community and tried the PeerChat service. Both are great places to anonymously access support and just know that you're not alone.

ReachOut is a fantastic resource to help young people like me figure out how we feel and what our options are. I've realised the more information you

'I have a sense of peace and calm when I wake up in the morning.'

have, the easier it is to explain how you're feeling and get the support that you need.

I know I've faced more difficult periods in my life than I would have liked, but each time I've gotten through something I thought I couldn't, it's built my strength and courage to keep going and to take on life. I've learnt to be kind to myself, not to worry what other people might think, and that there are always options, even when it feels like there are none.



PARTNERS. PARTNERS. PARTNERS. PARTNERS. PARTNERS. PARTNERS. PARTNERS.



Community

of

partners

This year we continued to grow our stable of amazing partners. People who are willing to support our work and provide opportunities to engage with the wider community around mental health and wellbeing. ReachOut's commitment to building mutually aligned partnerships that put authenticity and accountability at the heart is unwavering. We're privileged to work with our generous supporters to continue to drive impact, innovation and change that is helping young people in Australia to feel better.

Our broad-ranging engagement with the organisations we work with delivers significant benefits to our partners. This year, we hosted wellbeing sessions both in person and virtually, syndicated ReachOut's vast resources across



'The KFC Youth Foundation has supported and partnered with ReachOut since its establishment in May 2018. We are proud to partner with ReachOut, focusing on supporting mental wellbeing in young Aussies to help them thrive in the world they are facing. ReachOut has partnered with the KFC Youth Foundation over the past year on fundraising activations such as the KFC Festival, promoting mental wellbeing awareness through sessions with our people, and supporting the partnership at our annual Restaurant General Managers Conference. KFC Australia was delighted to award ReachOut the 2022 Social Impact Award at this year's KFC Supplier of the Year Awards in recognition of their incredible work in supporting youth mental wellbeing of young Australians. The KFC Youth Foundation is proud to continue to drive a positive impact across our restaurants to support our people and customers and highlight the need for accessible mental health and wellbeing support for young people across Australia.'

Sarah Collier,  
Corporate Affairs, KFC Australia



partner networks, collaborated on workplace giving activations, teamed up at community events, provided volunteering opportunities and engaged our amazing Youth Ambassadors to share their own mental health experiences and to inspire others in the community to find connection and hope.

Many of our partners also worked with us to support our *Laps for Life* and *Make A Move* signature events which provided fantastic opportunities to collaborate, advocate for youth mental health in the community, encourage teams to prioritise their own mental health and wellbeing, and bring people together around a shared purpose.

We really enjoyed the increasing number of face-to-face connections with our partners this year and even though virtual activations are part of life now, there's nothing quite like showing appreciation and engaging with our supporters in person.

From the bottom of our heart, thank you to all of our partners for your incredible support and continued generosity throughout the year. It has been a privilege and a pleasure working with you.



'Future Generation Global (ASX: FGG) is proud to have partnered with ReachOut since 2015. We have supported the growth of ReachOut's services as well as specific research initiatives to understand the kind of support necessary to make a positive impact with young people. With growing demand for support and calls for major reform of the mental health sector, these initiatives offer critical insight into how ReachOut does and can deliver its service. For example, the 'Supported, educated and understood' report highlighted the strengths and concerns of young people living in regional, rural and remote areas, and shone a light on how to best respond to their particular needs. Future Generation Global continues to support ReachOut, as a future-thinking leader in accessible and relevant mental health support in the digital world. We particularly recognise ReachOut's role of equipping young people who are experiencing distress to de-escalate it. This role of circuit breaker to a young person's emotional spiral is crucial, bringing them comfort, community and practical help in hard times.'

Caroline Gurney,  
CEO, Future Generation

'Doritos is proud to have partnered with ReachOut on the *Be Bold. ReachOut.* campaign to drive mental health awareness and encourage consumers to be brave and express how they are really feeling. At Doritos, we believe in leveraging the scale of our reach for good. Through the campaign, we reached over 13 million people across Australia encouraging them to check in with themselves and others and utilize ReachOut's services and expertise in mental health to support those who are in need. Building trust and creating connection through this partnership between our consumers and ReachOut's services demonstrated the strength of utilising an iconic brand to generate social impact. Doritos is proud of the success of this campaign, and we are delighted to continue the partnership into the future, encouraging bold and brave conversations around mental health and wellbeing.'

Vandita Pandey,  
Head of Marketing, PepsiCo

# Sina's Story


For a large part of my life, I'd been labelled as talkative, impulsive and distracting. I was constantly missing deadlines and events because my memory was letting me down. And I struggled to stay organised and achieve what I knew I was capable of. Nothing I did seemed to fix any of this, and I came to accept that this was just who I am. A kid with big dreams and ambitions but helplessly failing to reach them. I started to feel like a failure.

In 2017, desperate for answers, I set out to see a psychologist. I was told that I have ADHD. These issues and struggles that plagued my life were not under my control but rather, a result of my brain being wired in a different way than others.

I began to question all my life choices. Now it may not sound like a big deal but people with ADHD are usually diagnosed when they're an infant. This gives them the chance to gain control over their mind before they've established who they are in the world. For me, my diagnosis came when I was 17. I had already chosen my subjects for the HSC, I had chosen my degree and chosen the direction I wanted to take after school. I had already established who I was, and when I learned that this wasn't actually an accurate reflection of me, I was overcome with relief, as well as a sense of fear.

I was relieved there was a reason behind my actions and impulses. That there was an underlying cause that made me feel like an annoying and disorganised person. At the same time, I was fearful of hiding behind this diagnosis when it came to defending my actions.

I made the decision to go visit a psychologist because I felt that I needed help. Eventually, I learned that I could improve things with



‘I turned my disability into one of my greatest abilities.’



'I was overcome with relief, as well as a sense of fear.'

ReachOut empowers young people to share their stories. By doing so, the people who hear those stories become empowered in their own battles, just as I was. The information that ReachOut provides makes it easier for people to seek help and ultimately it reduces the stigma associated with mental health. ReachOut's established online communities are where people can hear from each other and work past the isolation that arises with a diagnosis. And not only does ReachOut have information for the person going through a tough time, it also has information for parents and friends, empowering them to support the young people they care about. Something I wish I'd known about when I was going through my own rough patch.

When I first got my diagnosis, I was told it was a disability. I couldn't accept that. So, I turned my disability into one of my greatest abilities. I realised that ADHD enhanced my creativity. I began doing spoken word poetry, exploring the performing arts and engaging in public speaking, excelling in each field. I decided to feed my constantly hungry and adventurous mind by working in mental health and volunteering in a variety of fields – from my local council to the local fire brigade. I've become set on building a career in the media because I identified that as an area of strength. I could utilise my diagnosis and use it to empower myself.

My journey hasn't been easy. It's been a rocky road and it's definitely had its ups and downs.

But knowing that there is a plan, knowing that I'm not alone and knowing that there is help there makes it all a little easier.

Instead of having a fear of the future, I've embraced my diagnosis as what makes me different – as my greatest strength. And I encourage every person to do so too.



a combination of medication and therapy. At the time I felt incredibly isolated; incredibly alone. I felt that no one understood what I was going through. I would swing in and out of depressive states and see no light at the end of the tunnel.

Through ReachOut I met a group of people who had their own stories to share. After hearing their experiences, I came to the realisation that I wasn't alone. I learned tips that they had used to get through a tough time, many of which they had learned from the ReachOut website, and started implementing them in my own life. Eventually, I reached a place where I didn't feel alone or isolated, I came out of that dark tunnel, into the light.

THANK YOU. THANK YOU. THANK YOU. THANK YOU. THANK YOU. THANK YOU. THANK YOU. THANK YOU. THANK YOU. THANK YOU.



# Our supporters

We'd like to acknowledge our Government Partners, the Australian Government Department of Health and the Department of Social Services for their funding and support for our work.

Thank you to all our partners for their incredible generosity in ensuring ReachOut can continue to provide young people (and their families) access to the conversations, communities, information and support they need to feel better.

With your vital support, we've been able to help more than 2.6 million people from communities across Australia through another challenging year.

ReachOut is committed to delivering innovative, relevant and accessible services, and your incredible generosity champions that commitment to positive mental health.

Thank you for everything.

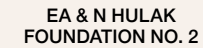
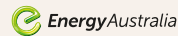
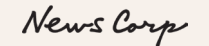
Platinum Partners

Diamond Partners

Gold Partners

Silver Partners

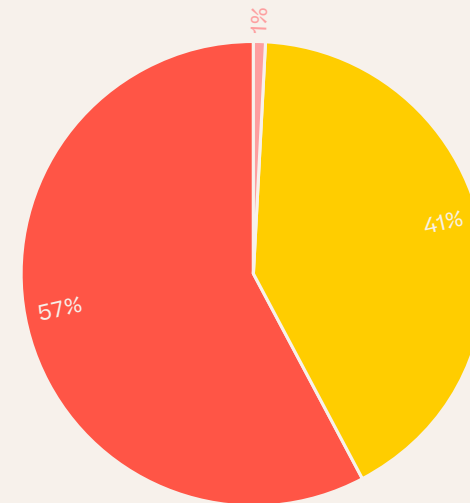
Bronze Partners



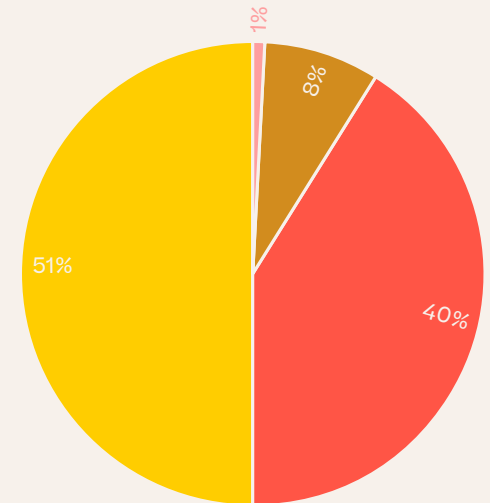
# Financials

	\$	\$
	2021/2022	2020/2021
<b>INCOME</b>		
Government grants	7,871,161	5,077,447
Donations	5,696,386	6,401,750
Non-government grants	0	998,061
Interest income	168,925	115,770
Consultancy and other income	24,054	40,601
<b>Total Income</b>	<b>13,760,526</b>	<b>12,633,629</b>
<b>EXPENDITURE</b>		
Employees	7,652,291	5,209,755
Design and delivery of services	3,145,988	3,117,756
Marketing	1,171,214	1,001,833
Fundraising	1,226,413	426,034
Administration	579,222	293,180
Occupancy	358,238	355,977
Depreciation and amortisation	11,803	60,465
<b>Total Expenditure</b>	<b>14,145,169</b>	<b>10,465,000</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Net fair value gain/(loss) of financial assets	(8,916)	45,838
<b>(Deficit)/Surplus</b>	<b>(393,559)</b>	<b>2,214,467</b>

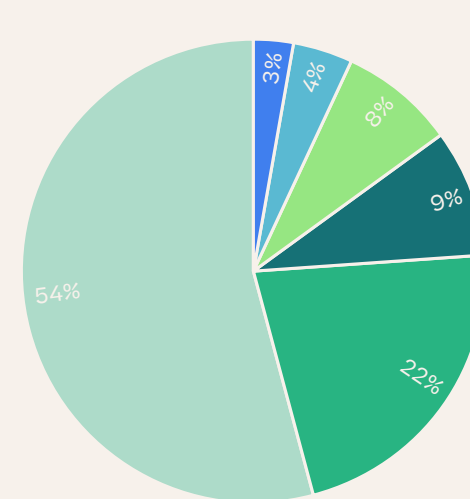
Income 2021/2022



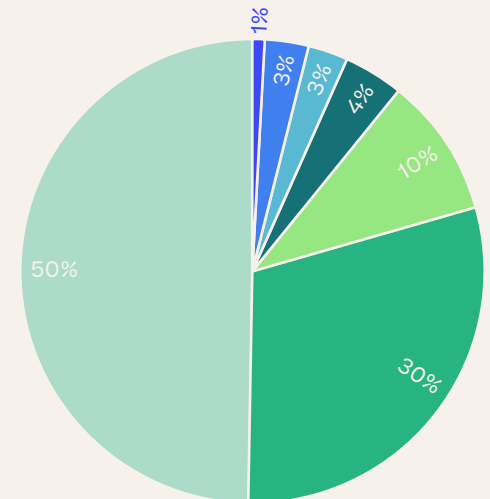
Income 2020/2021



Expenditure 2021/2022



Expenditure 2020/2021





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or email [info@reachout.com](mailto: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.

