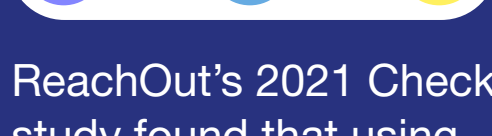


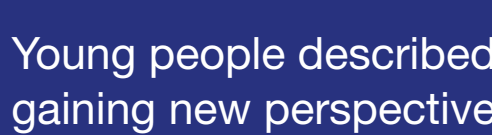
What we know about

REACHOUT'S IMPACT

ReachOut helps young people who are in distress feel calmer, reduces their negative feelings and gives them strategies to move forward.



ReachOut's 2021 Check-In study found that using ReachOut helps young people to reduce negative feelings and achieve a calmer mental state.

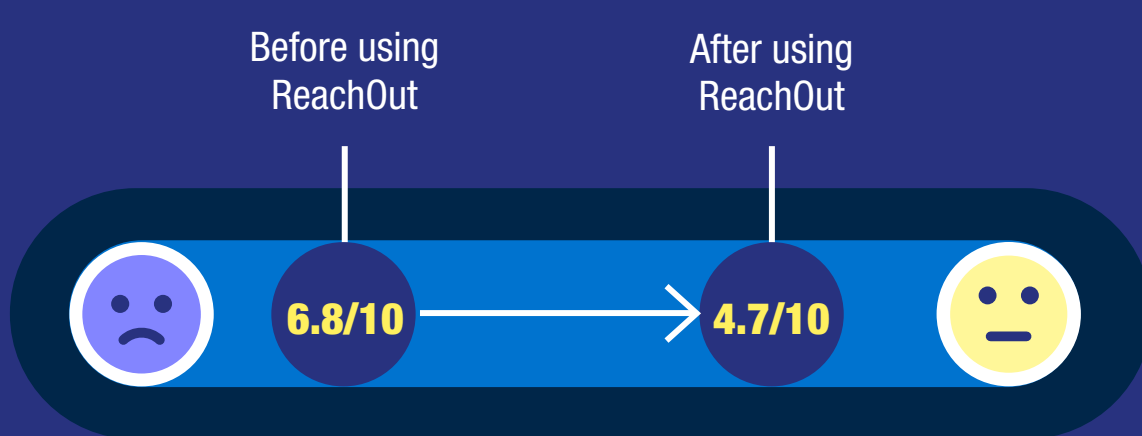


Young people described gaining new perspectives on their problems and learning strategies to help themselves manage their mental health from ReachOut.

This suggests ReachOut can play an important role in preventing downward emotional spirals and supporting young people to build resilience and wellbeing.

1 VISITING REACHOUT LED TO A SIGNIFICANT DECREASE IN FEELING STRESSED AND DOWN

THE AVERAGE RATING OF FEELING STRESSED OR DOWN

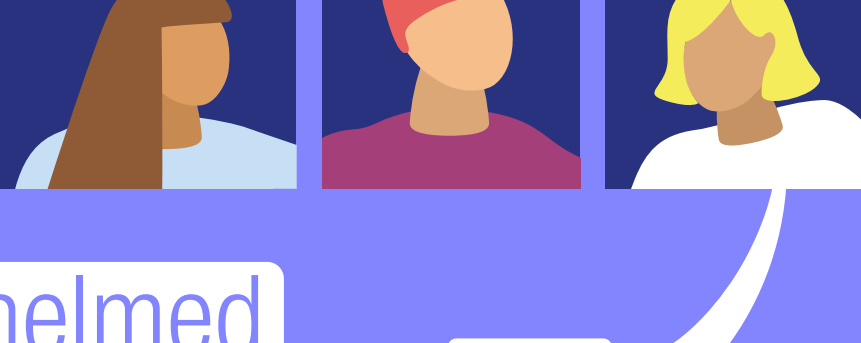


AFTER VISITING RO, MANY YOUNG PEOPLE DESCRIBED

- Feeling comforted knowing others are going through the same thing
- Feeling more confident in opening up to others
- Feeling like everything will be OK
- Feeling less alone

2 AFTER USING REACHOUT, MORE YOUNG PEOPLE FELT CALM, AND LESS FELT WORRIED

Before using ReachOut, many young people described their feelings as:



overwhelmed
STRESSED
 confused
 SAD
 ANXIOUS

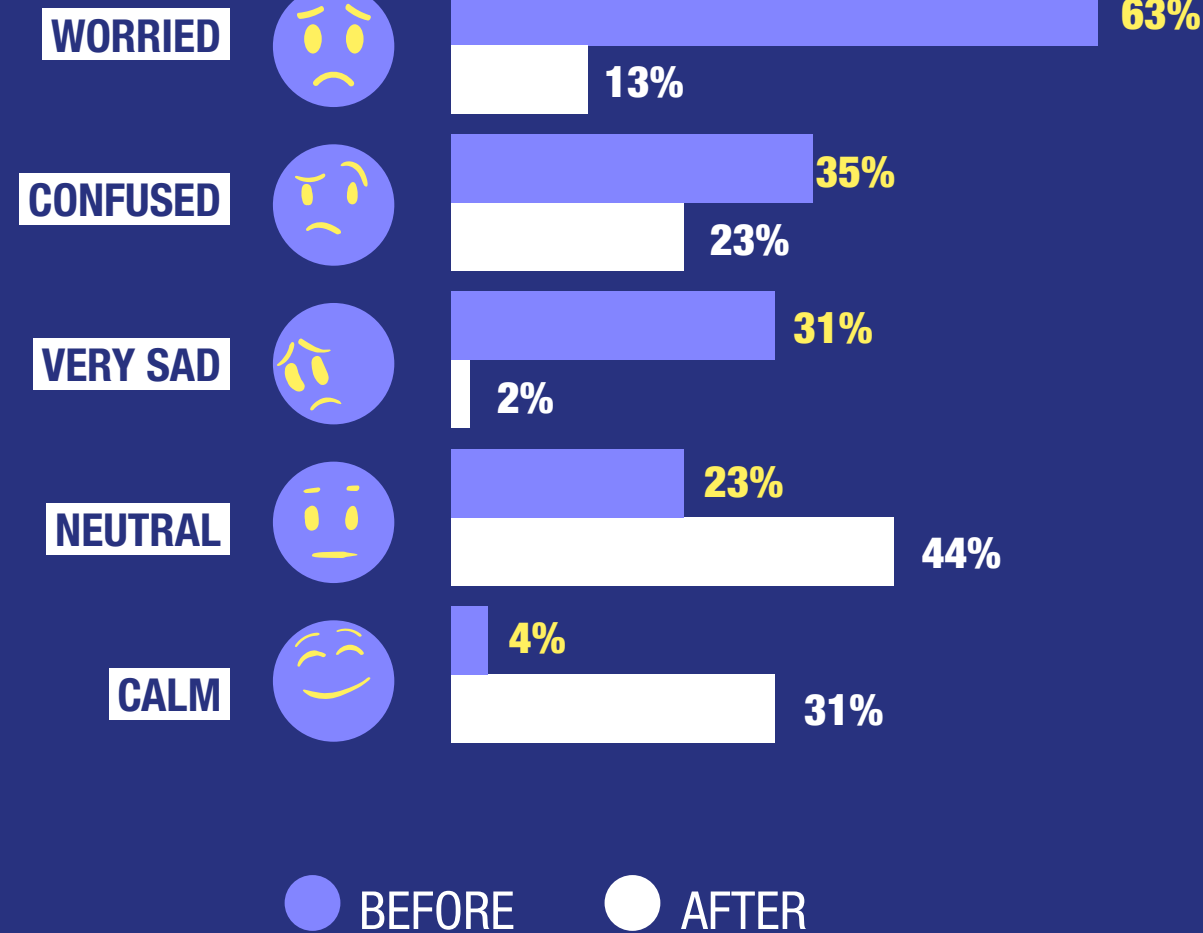
Unsure
 calmer
 relieved

After visiting ReachOut, there was a shift from negative to neutral feelings with more people using the words:



YOUNG PEOPLE IN THE STUDY WERE ALSO ASKED TO USE EMOJIS TO DESCRIBE THEIR FEELINGS.

After using ReachOut we saw a decrease in the number of people selecting 'sad', 'confused', and 'worried' emojis and an increase in the frequency of emojis such as 'neutral' and 'calm'.



3 REACHOUT HELPS YOUNG PEOPLE HELP THEMSELVES

91.1% of young people who used ReachOut reported getting ideas about things that they could do to feel better when feeling stressed or down.

91.2% reported putting these strategies into action or had planned to do so.

THE MOST COMMON STRATEGIES LEARNED FROM REACHOUT WERE:

- Mindfulness techniques such as meditation, breathing and sensory grounding exercises
- Adopting a calmer/positive mindset through putting their thoughts into perspective, reframing and positive self talk
- Talking to someone they trust, after learning to see themselves and their problems as help-worthy

ABOUT THE CHECK IN STUDY

ReachOut recently ran a 3 month long study of its users, the Check In study. Participants were asked to complete weekly surveys over 12 weeks. 215 ReachOut users participated in the study and 114 completed week 12.

This was followed by a discussion group with 10 young people. The study aimed to understand how often young people use ReachOut and track their mental health and wellbeing.