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**What works when helping young people find work? Evaluation of an innovative new headspace service**

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**Objectives/aims**

This poster will present findings from a recent process and impact evaluation of the headspace Digital Work and Study Service (DWSS). Funded through the Department of Employment, DWSS provides young people aged 15-24 across Australia with multifaceted work and study support via a digital platform (online chat, phone, email, video conferencing). The service also provides assistance with mental health and wellbeing issues. DWSS aims to increase the extent to which young people have the knowledge and skills to reach their work/study goals, and the capacity to manage mental health and wellbeing issues impacting on their capacity in this regard.

**Methods**

A range of data were collected for the evaluation: 1) DWSS has a comprehensive Minimum Data Set (MDS) which includes client demographic, service activity and outcome data. These data are collected via an online database and analysed using tableau business intelligence software; 2) An online survey that included quantitative and qualitative questions was conducted with young people who used DWSS; 3) An online survey was conducted with DWSS staff; and 4) DWSS management were interviewed. Survey data were analysed using the Statistical Package for the Social Sciences (SPSS).

**Main findings**

Key findings will be presented under the broad evaluation categories implementation, appropriateness and effectiveness in visually appealing and easy to interpret formats. Data suggest that DWSS is being implemented as planned. It is meeting its target numbers, reaching its target groups, and delivering a range of work/study services. The client survey indicates that DWSS is appropriate with the majority of participants stating that the digital platform format was beneficial and reported satisfaction with the service was high. In terms of effectiveness, data indicate that DWSS can help young people achieve work/study goals and manage mental health and wellbeing issues.