

Post-Event Impact Summary

Strengthening Youth Mental Health Pathways

By Heidi Prowse OAM, Purpose Media CBR

Hosted by: ACT Child & Youth Mental Health Sector Alliance a partnership of Youth Coalition of the ACT, Office for Mental Health & Wellbeing, Capital Health Network

Date: 23 October 2025 | **Format:** 90-minute online webinar

Overview

On **23 October 2025**, the **Youth Coalition of the ACT**, in partnership with the **ACT Child and Youth Mental Health Sector Alliance**, the **Office for Mental Health and Wellbeing**, and **Capital Health Network**, hosted the *Strengthening Youth Mental Health Pathways* webinar. The 90-minute online event brought together over **70 sector professionals, youth advocates, and community members** to explore how system navigation can be improved for young people and the workers who support them.

Facilitated by **Heidi Prowse OAM**, the session showcased two cornerstone services within the ACT mental health ecosystem; **Mind Map ACT**, a free navigation service for young people and families, and **MOST (Moderated Online Social Therapy)**, a digital therapy platform delivered by **Orygen Digital**. A panel discussion followed, featuring sector leaders and lived-experience advocates, including **Lisa Kelly (MHCC ACT)**, **Jean Fitzroy (Mind Map ACT)**, **Simone Clarke and Alex Moran-Pryor (Orygen Digital)**, **Clare Southgate (Marymead CatholicCare)**, **Joey Brogden (Alliance Youth Reference Group)**, and **Elian Au (Youth Advocate, ANU)**.

The conversation focused on how young people find, access, and remain engaged with the right care and what needs to change to make the system easier to navigate. Through presentations, live polling, and interactive discussion, participants helped define what “system navigation” means in practice and identified opportunities to reduce duplication, improve collaboration, and strengthen continuity of care.

Key Findings

- **Awareness:** Many workers and families remain unaware of existing navigation supports, highlighting a need for unified communication and clearer referral pathways.
- **Connection:** Participants valued the balance of human and digital supports, reinforcing that technology can extend, not replace, relational care.
- **Continuity:** Sustained contact during wait times, such as Mind Map’s *Active Hold* model, was seen as vital to reducing system bottlenecks.

- **Co-Design:** Youth advocates stressed the importance of embedding lived experience into service design, policy, and evaluation.
- **Collaboration:** There is strong appetite for continued cross-sector engagement to co-develop shared definitions, frameworks, and actions around navigation.

Ultimately, the webinar highlighted that while the ACT has strong building blocks for youth mental health support, true navigation reform will depend on collective clarity, connection, and continuity, ensuring no young person is left to navigate the system alone.

By the Numbers

Metric	Outcome
Total registrations	70+
Sectors represented	Government, community, education, and youth services
Organisations engaged	31
Youth representatives	2 lived-experience panellists
Average webinar rating	★★★★★
Poll responses submitted	17

Post-Webinar FAQ & Resource Sheet

Thank you for joining the Youth Coalition ACT's *Strengthening Youth Mental Health Pathways* webinar. Below are answers to the questions from the session, along with links and contacts for ongoing support, collaboration, and resource sharing.

About the Services

What is Mind Map ACT?

MindMap is a **free mental health navigation service** for children and young people aged **0–25** in the ACT. Trained Youth Navigators provide real-time support by chat, phone, or email, helping young people and families find the right service, stay connected while waiting for care, and reduce the need to retell their story.

Visit: mindmap.act.gov.au

What is MOST?

MOST (Moderated Online Social Therapy) is a **safe, supported online space** for young people aged **12–25** to connect, learn coping skills, and feel part of a genuine, moderated community focused on wellbeing. It combines clinical support, peer connection, and digital tools designed by Orygen Digital.

Visit: most.org.au

Access & Resources

Who can access these services?

- **MindMap ACT:** 0–25 years, parents, carers, and professionals seeking help for a young person.
- **MOST:** 12–25 years (young people can sign up directly online or through a referring service).

Can professionals refer young people directly to MOST or MindMap, or do young people need to self-refer?

Young people can self-refer, and professionals (teachers, youth workers, clinicians) can also make a supported referral to access MindMap ACT by phone, chat, or email.

You cannot self refer to MOST. MOST integrates with local mental health services for referred clients, MindMap ACT being one of the referring partners.

Can young people over 25 use these tools?

MindMap ACT is specifically funded for under-25s, but the team can connect older people with other suitable services and also works with families as a whole.

MOST requires accurate age entry for safety and moderation reasons; individuals aged 26+ are not eligible for this platform.

Is there any cost for young people to use MindMap or MOST?

No, both services are **free for young people, families, and professionals** in the ACT. MindMap ACT and MOST access is fully funded by ACT Health & Community Services.

Where can I find printable or promotional materials?

- **MindMap:** Posters and flyers are available on request. Contact **Jean Fitzroy** or **Clare Southgate** (details below).
- **MOST:** Printable posters and QR resources available at [Orygen MOST Resources](#).

Can organisations collaborate or partner to promote these services?

Yes. Youth services, schools, and community organisations are encouraged to partner through co-branding of resources, shared events, and referral integration.

Safety, Privacy & Moderation

Does MOST have private messaging?

No all peer-to-peer interaction occurs within a **moderated environment**. Conversations are monitored for safety, and flagged language helps ensure supportive and appropriate engagement.

Why is MOST limited to ages 15–25?

This aligns with Orygen's youth mental health model. A separate 15+ platform exists to reflect developmental needs and privacy requirements. The team is also preparing for changes to national social-media access laws to ensure ongoing safe connection for young people under 16.

How is privacy handled on these platforms?

Both services comply with privacy and data protection standards. MindMap does not share identifying information without consent, and MOST's online platform is secure, moderated, and governed by Orygen's clinical and ethical frameworks.

Using the Services

Can MindMap help with other CatholicCare or community case-management services?

Absolutely. MindMap works in partnership across the system to connect young people with **all areas of need**, not just mental health, ensuring supported referrals and smoother

transitions between services.

Are MOST's impact reports public?

Yes. The most recent ACT Impact Report is available here:

[MOST Impact Reports](#)

What if a young person needs immediate help or is in crisis?

MindMap and MOST are not crisis services. If a young person is in immediate danger, call **000** or contact **Lifeline (13 11 14)**, **Kids Helpline (1800 55 1800)**, or **Head to Health Pop Up ACT** for urgent support.

Will MOST adapt to support young people affected by upcoming social media restrictions?

Yes. Orygen's clinical content team is actively developing targeted support for young people impacted by social media policy changes, ensuring continuity of safe digital connection.

Can we provide feedback or suggestions about these services?

Absolutely. Feedback is encouraged and helps improve navigation supports. You can share comments via the contact emails listed or via the **Youth Coalition ACT**.

Contacts & Follow-Up

MOST (Orygen Digital)

- **Simone Clarke**, Clinical Implementation Facilitator (ACT)
simone.clarke@orygen.org.au
- **Alexandra Moran Pryor**, Implementation Lead (NSW/ACT)
alexandra.moran-pryor@orygen.org.au

MindMap ACT (Marymead CatholicCare)

- **Clare Southgate**, Mental Health & Wellbeing Manager
clare.southgate@mccg.org.au
- **Jean Fitzroy**, Clinical Lead
jean.fitzroy@mccg.org.au

Event Coordination

Heidi Prowse OAM

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Child & Youth Mental Health Sector Alliance

cymhalliance.com.au

Keep the Conversation Going

Share your navigation stories, insights, or tips with **Purpose Media CBR**
purposemediacbr.au/share-your-story

Together we can make Canberra's mental health system easier to navigate, so every young person finds the right help, at the right time.