



An Overview of THIS WAY UP

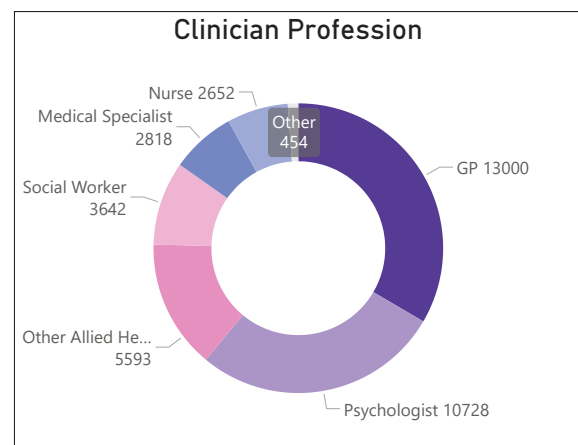
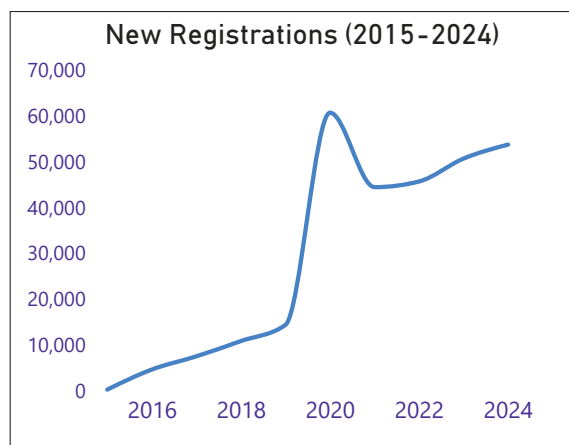
2015 to 2025

301519

Patient registrations

38887

Clinician registrations



1,200,000

Website visits (2024)



400,000+

Online assessments conducted



200,000+

Email micro-interventions

SPP – THIS WAY UP – Socio-economic Impact Assessment (April 2024)

Summary of key findings from independent economic analysis of THIS WAY UP

TWU has delivered an estimated \$287.1m in health benefits since 2015, and has generated over 1300 QALYs

TWU has delivered quantified economic benefits of \$172.7m over the last 8 years

Modelled benefits



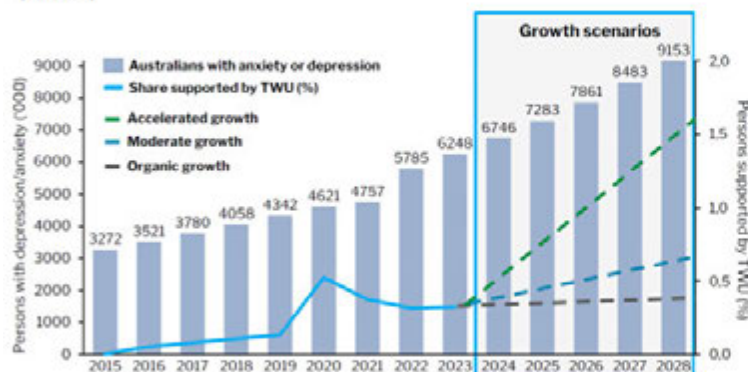
Generated economic benefits



As the prevalence of depression and anxiety in AU increases, TWU is expected to deliver at least \$637m in benefits over the next 5 years

Australians with anxiety and depression and share supported by TWU (2015-2028)

('000; %)



Predicted benefits in 2024-2028

(three scenarios)

TWU growth scenario	QALYs	Total benefits**
Organic growth (stable market share)	1,740	\$637m
Moderate growth (2x market share by 2028)	2,841	\$1,038m
Accelerated growth (5x market share by 2028)	6,137	\$2,242m

Notes:

- * Projected number of Australians with anxiety or depression in 2024-2028 is based on CAGR for 2013-2022 (~7%)
- ** Total benefits include health and economic benefits, assuming value of benefits per program completion at the level of 2023.

In 2024-2028, TWU is expected to help 130,000-450,000 people living with depression and anxiety.

Select findings – independent evaluation of digital mental health services (July 2022)

An independent evaluation of supported digital mental health services (DMHS) by the University of Melbourne, commissioned by the Australian Government Department of Health.

“Consumers reported that the DMHSs are having a positive impact on their wellbeing. Over 80% of consumers indicated that they had experienced improvements in health and wellbeing, and approximately 80% of consumers attributed these changes to the support they received through the DMHS” – pg. 5

“Both therapist-supported and self-directed treatments produce superior outcomes to treatment as usual (discussing mental health concerns with the GP). They also produce superior outcomes to pharmacological treatment in primary care, which have been reported to produce small to moderate effects.” – pg. 6

“Overall, our modelled economic evaluation analysis has shown that the provision of diverse online mental health treatment services (i.e., Mental Health Online, MindSpot, THIS WAY UP) is generally low-cost and likely cost effective. When considered together with the findings from our previous two-stage pragmatic review of local and international evidence, there is good evidence to suggest that treatment delivered by these online-based services is likely to be cost-effective compared with usual care across different settings, population groups and policy contexts. Therefore, in addition to improving clinical outcomes, DMHSs have the potential to be good value for money.” – pg. 8

“DMHS consumer and provider stakeholders indicated that DMHS services reduce barriers to care by improving access, making care affordable and convenient, and reducing waitlist and the stigma associated with mental health care” – pg. 8

“DMHSs are relatively new innovative elements of the Australian mental health care landscape and will become further embedded with time. DMHSs are contributing to ensuring that consumers get the right care at the right time, and importantly, in accordance with consumer needs and preferences.” – pg. 11

(Full report: <https://www.health.gov.au/sites/default/files/documents/2022/09/independent-evaluation-of-supported-digital-mental-health-services-phase-2-final-report.pdf>)

THIS WAY UP Consumer Stories

"Online programs are extremely important for rural people. I have to travel a 6-hour round trip to access in-person support, and with kids at home this is very hard to arrange. Before I knew such a program was available I had no idea how I was going to improve my mental health." **Panic Program participant.**

"THIS WAY UP really suited me as an easy and approachable first step in getting help, as seeing a therapist/counsellor seemed like an uncomfortable step to take right away. I imagine that would be the appeal for many other men coming to terms with getting treatment. I just wouldn't have known it existed had i not lucked out with a wonderful GP." **Depression Program participant.**

"This program told me I was important enough to take 3 minutes out of my day to look after myself. I learned I don't need to believe myself when anxious (which was freeing) and I now have strategies to practise in stressful times. I'm so grateful for this program, it has truly been a gift." **Mindfulness Program participant.**

"After a suicide attempt and long term issues with depression and gambling I was referred to the THIS WAY UP program by my local GP. The program helped with putting my feelings into easy to understand words that I could talk to both my family, GP and therapy sessions." **Anxiety & Depression Program participant.**

"I discovered the insomnia program after a having a mental break down during the height of COVID lockdowns and being deployed to a remote border town in a policing role. The program provided me with the knowledge and tools to understand and manage the insomnia that followed my mental health injury and was pivotal in my recovery and eventual return to work. It was incredibly relatable and being able to work through the program self-paced was really important to me." **Insomnia Program participant.**

"I had to wait a few months before I could see a psychologist and my GP suggested I start using THIS WAY UP in the meantime. It helped me learn about my anxiety symptoms and gave me a bit of a head-start for when I eventually got an appointment with a psychologist as I had already started learning some of the tools I could use. I was lucky that my GP knew about it." **Anxiety Program participant.**

THIS WAY UP Clinician Stories

"I was seeing a young man with severe social anxiety. He had little to say, was afraid of making conversation, making appointments, and talking on the phone. Since completing the THIS WAY UP Social Anxiety Program his anxiety is extremely limited and he is able to attend Uni, which was a goal of his." **Clinical Psychologist, QLD**

"I work in a small town with very inadequate therapy resources and I prescribe your programs regularly. Patients have called them '*life changing*', and I have to agree." **Psychiatrist, TAS**

"Access to THIS WAY UP has been helpful for those waiting a long time for face-to-face sessions or those who struggle with finances. It has been such a useful tool for patients to start their insomnia treatment whilst on a waitlist and it helps them to worry less about poor sleep". **Psychologist, NSW**

"It's like my clients have access to an online Allied Health Professional that provides them with support, insight and training outside of clinic hours." **Psychologist, NSW**


"THIS WAY UP has helped our young people learn the skills that they need to grow their mental strength and wellbeing. Our team feel confident sending young people your way and we receive great feedback!" **Social Worker, NSW**

"THIS WAY UP has been a huge addition in our ability to help people manage their pain. It has given people access to help who have been too frightened or too damaged to seek help face-to-face." **Pain Specialist, NSW**

"THIS WAY UP has been an enormous help in providing psycho-education and focus to my patients. And to me!" **General Practitioner, SA**

"THIS WAY UP provides accessible, evidence-based resources between sessions and therefore accelerates their treatment". **Clinical Psychologist, WA**

"One of my favourite features of THIS WAY UP is knowing that I'm linked to my clients through the clinician dashboard where I can track their progress. This is a powerful tool that helps me monitor clients I have concerns for." **Psychologist, VIC**



Scientific evidence base of THIS WAY UP

St Vincent's Hospital Sydney

This document summarises the evidence base of THIS WAY UP at the Clinical Research Unit for Anxiety and Depression (CRUfAD), who have been generating primary research to expand the evidence base for the treatment of mental health disorders for more than two decades.

These research studies demonstrate **strong capability to develop, deliver and evaluate digital mental health interventions that are inclusive, safe, effective and scalable.**

Articles directly relevant to each of the Tender Activities have been summarised on following pages.



Meta-analyses, clinical practice guidelines and expert clinical recommendations

These articles demonstrate the service's longstanding contribution to rigorous, high-grade evidence that has changed real-world clinical practice in the assessment and management of mental health conditions.

- Numerous systematic reviews and meta-analyses
 - Development of international clinical practice guidelines
 - Generation of expert clinical consensus statements and clinical recommendations
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Randomised Controlled Trials

These studies demonstrate an extensive track record in conducting rigorous, controlled clinical trials to establish the efficacy of novel digital mental health interventions.

- Evidence shows THIS WAY UP programs effectively improve symptoms across a range of mental health conditions (including symptoms of anxiety, depression, distress, insomnia, disability, pain, and others)
 - Evidence shows THIS WAY UP programs result in superior outcomes when compared to control conditions and/or treatment as usual
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Real-world (phase 4) effectiveness studies

These studies show that THIS WAY UP programs are effective, safe, acceptable and scalable in real-world clinical settings. Studies demonstrate:

- Broad reach and uptake by thousands of Australians every year
 - Large effect-size improvements in symptoms in routine clinical care
 - Successful implementation in diverse clinical settings, including primary care general practices, private psychology clinics, and specialist tertiary hospitals
 - Successful integration of digital interventions within the broader ecosystem of healthcare
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Research involving priority populations

THIS WAY UP has an extensive research portfolio focused on optimising the reach, accessibility, inclusivity and equity of digital mental health interventions for diverse priority populations. This includes those with diverse demography, experiencing relative social disadvantage, geographical isolation, people from minority populations, those with complex clinical comorbidities and those experiencing severe clinical distress during formative life periods.

THIS WAY UP's outputs and track record specific to the mental health and wellbeing of priority populations are summarised below.

People from culturally and linguistically diverse backgrounds

These outputs demonstrate THIS WAY UP's involvement in co-design, cultural adaption and delivery of multilingual mental health programs and resources.

- A culturally adapted, translated internet-delivered mindfulness intervention in Bahasa Indonesian
- A culturally adapted, translated internet-delivered CBT program for Chinese-speaking adults with Depression (Mandarin)
- A suite of multilingual mental health clinical resources and coping tools, translated into 10 languages (Arabic, Chinese-Simplified, Chinese-Traditional, Filipino, Greek, Hindi, Italian, Korean, Spanish, Vietnamese)
- Culturally-adapted internet-delivered CBT programs for anxiety disorders translated into French (French Canadian context)
- Cultural adaption of the THIS WAY UP online service and 12 programs for Māori and Pasifika culture in New Zealand

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- Vasiliadis, H-M., Roberge, P. Spagnolo, J., Lamoureux-Lamarche, C., Chapdelaine, A., Brodeur, M. Grenier, J., Mahoney, A., Koszycki, D., Chomienne, M-H., Drapeau, M., Labelle, R., Provencher, M. D., Ishimo, M-C., Naslund, J. A., & Lesage, A. (2024). A digital iCBT intervention to address social anxiety disorder in Quebec and Ontario: Protocol for a multi-phase effectiveness-implementation study. *BMC Psychiatry*, 24, 662. doi.org/10.1186/s12888-024-06082-7
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People in regional, rural and geographically remote areas

These outputs demonstrate THIS WAY UP's work to enhance engagement, build capacity and overcome barriers to mental health care in geographically remote areas.

- Partnering with consumers in regional/remote areas who live with mental health conditions
 - Partnering with health care providers who practice in regional/remote areas
 - Partnering with community mental health service providers in regional/remote areas
 - Research demonstrating that >30% of THIS WAY UP service users reside in regional/remote areas
-
- Le, J, Mahoney AEJ, Court J, Shiner CT (2024). Barriers and facilitators of digital mental health service use in regional, rural and remote Australia: a comparison of clinician and consumer perspectives (2024). *Aust J Rural Health*, manuscript under revision.
 - Court J, Li I, Millard M, Mahoney AEJ, Shiner CT (2023). Therapy on Demand: Integrating Digital Mental Health Treatments into Rural and Remote Clinical Practice. Conference proceedings, 2023 Australian Rural and Remote Mental Health Symposium. <https://astmanagement.eventsair.com/QuickEventWebsitePortal/rmhc2023/program/Agenda>
 - Court J, Shiner CT, Lee J, Li I, Prest B, Millard M, Mahoney AEJ (2023). Harnessing blended care to address the unmet mental health needs of young people in rural areas. Conference proceedings, 2023 Australian Rural and Remote Mental Health Symposium. <https://astmanagement.eventsair.com/QuickEventWebsitePortal/rmhc2023/program/Agenda>
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online service, THIS WAY UP. Conference proceedings of the 13th Health Services Research Conference (HSRAANZ).

Gender and sexuality diverse groups

THIS WAY UP are engaged in work to improve the program experience and service inclusivity for people of diverse genders and/or sexualities (LGBTQ+ people)

- Completed a comprehensive, service-wide LGBTQ+ Inclusive Review conducted in partnership with ACON and Pride Training and Community Health teams.
 - Conducted the first research to report on uptake of internet-delivered CBT by people of diverse gender in Australia (0.7% of THIS WAY UP users)
 - Research to understand the unique mental health experiences of LGBTQ+ communities
-
- ACON Here for Health, LGBTQ+ Inclusive Review - THIS WAY UP (April 2023).
 - Shiner CT, Li I, Olsen N, Roberge P, Vasiliadis H-M, Millard M, Mahoney AEJ (2024). Characterising reach and uptake of an embedded national digital mental health service in the Australia community THIS WAY UP. *Int Interventions*, manuscript under review.
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 - Mao L, Kippax S, Newman C, Andrews G, Rogers A, Saltman D, Kidd M: Rates of depression among men attending high HIV caseload general practices in Australia. *Mental Health in Family Medicine*. 2008, 5(2):79-83.

People with multimorbidity, chronic health conditions and disabilities

THIS WAY UP have developed, delivered and evaluated mental health treatments to support people living with chronic and complex health conditions and disabilities.

- THIS WAY UP reach a high proportion of people with chronic health needs: 72% of service users live with chronic health conditions and 27% live with disability.
- Developed Australia's first specialist, multidisciplinary internet-delivered program for chronic pain
- Developed and evaluated novel internet-based CBT treatment for people with cancer
- Have trialled and provided online treatment for people with a range of other health conditions; including brain injury, diabetes, osteoarthritis, dizziness, Parkinson's disease and substance use disorders

i) People living with complex chronic pain:

- Shiner, C. T., Gardner, T., Haskelberg, H., Li, I., Faux, S., Millard, M. & Mahoney, A. (2022). The uptake and effectiveness of a multidisciplinary online program for managing chronic pain before and during the COVID-19 pandemic. *Pain Medicine*, 23(9), 1621-1630. <https://doi.org/10.1093/pm/pnac049>

- Gardner, T., Schultz, R., Haskelberg, H., Newby, J., Wheatley, J., Millard, M., Faux, S., & Shiner, C. (2022). The effect of adjunct telephone support on adherence and outcomes of the Reboot Online pain management program: randomized controlled trial. *Journal of Medical Internet Research*, 24(2):e30880. <https://doi.org/10.2196/30880>
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- Smith, J., Faux, S. G., Gardner, T., Hobbs, M. J., James, M. A., Joubert, A. E., Kladnitski, N., Newby, J.M., Schultz, R., Shiner, C.T., & Andrews, G. (2019). Reboot online: a randomized controlled trial comparing an online multidisciplinary pain management program with usual care for chronic pain. *Pain Medicine*, 20(12), 2385-2396. <https://doi.org/10.1093/pm/pnz208>
- Schultz R, Smith J, Newby JM, Gardner T, Shiner CT, Andrews G, Faux SG. (2018). Pilot Trial of the Reboot Online Program: An Internet-Delivered, Multidisciplinary Pain Management Program for Chronic Pain. *Pain Res Manag*. 2018: 9634727. doi: 10.1155/2018/9634727.

ii) People with cancer:

- Curran, L., Mahoney, A., & Hasting, B. (2024). A systematic review of trajectories of clinically relevant distress amongst adults with cancer: course and predictors. *Journal of Clinical Psychology in Medical Setting*. May 5. doi: 10.1007/s10880-024-10011-x
- Murphy, M. J., Newby, J. M., Butow, P., Loughnan, S. A., Joubert, A. E., Kirsten, L., Allison, K., Shaw, J., Shepherd, H.L., Smith, J., & Andrews, G. (2020). Randomised controlled trial of internet-delivered cognitive behaviour therapy for clinical depression and/or anxiety in cancer survivors (iCanADAPT Early). *Psycho-oncology*, 29(1), 76-85. <https://doi.org/10.1002/pon.5267>
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- Murphy MJ, Newby J, Butow P, Kirsten L, Allison K, Loughnan S, Price MA, Shaw J, Shepherd H, Smith J, Andrews G. iCanADAPT Early protocol: Randomised controlled trial (RCT) of clinician supervised transdiagnostic internet-delivered cognitive behaviour therapy (iCBT) for depression and/or anxiety in early stage cancer survivors vs treatment as usual. *BMC Cancer*. 2017; 17: 193.

iii) Other conditions and disability:

- Shiner, CT, Li, I., Millard, M., & Mahoney, A. (2024). Chronic health conditions are prevalent and diverse among community users of a digital mental health service: an Australian scoping survey. *Disability and Rehabilitation: Assistive Technology*, 1-10. doi.org/10.1080/17483107.2024.2389208
- McDonald, S., Trimmer, E., Newby, J., Grant, S., Gertler, P., & Simpson, G. K. (2021). Providing on-line support to families of people with brain injury and challenging behaviour: A feasibility study. *Neuropsychological Rehabilitation*, 31(3), 392-413. <https://doi.org/10.1080/09602011.2019.1696846>
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- Edelman S, Mahoney A: Cognitive behaviour therapy for chronic subjective dizziness: a randomised controlled trial. *American Journal of Otolaryngology*. 201, 33(4): 395-401.
- Sunderland M, Newby JM, Andrews G. Health anxiety in Australia: Prevalence, comorbidity, disability and service use. *British Journal of Psychiatry*. 2013; 202: 56-61.
- Anderson TM, Knight R: “The long-term effects of traumatic brain injury on the coordinative function of the central executive.” *Journal of Clinical and Experimental Neuropsychology*. 2010, 32(10): 1074-1082.
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- Andrews G, Slade T, Issakidis C: Deconstructing current comorbidity: data from the Australian National Survey of Mental Health and Well-Being. *British Journal of Psychiatry* 2002; 181:306-314
- Slade T, Andrews G: DSM-IV and ICD-10 generalized anxiety disorder: discrepant diagnoses and associated disability. *Social Psychiatry & Psychiatric Epidemiology* 2001; 36(1):45-51
- Sanderson K, Andrews G, Jelsma W: Disability measurement in the anxiety disorders: comparison of three brief measures. *Journal of Anxiety Disorders* 2001; 15(4):333-344
- Sanderson K, Andrews G: Mental disorders and burden of disease: How was disability estimated and is it valid? *Australian & New Zealand Journal of Psychiatry* 2001; 35(5):668-676

People experiencing distress in the perinatal period

THIS WAY UP have developed and evaluated tailored programs that successfully reduce anxiety, depression, and distress during the perinatal period

- An internet-delivered CBT program for anxiety and depression during pregnancy
 - An internet-delivered CBT program for post-natal anxiety and depression
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- Mahoney, A., Shiner, C. T., Grierson, A. B., Sharrock, M. J., Loughnan, S. A., Harrison, V., & Millard, M. (2023). Online cognitive behaviour therapy for maternal antenatal and postnatal anxiety and depression in routine care. *Journal of Affective Disorders*, 338, 121-128. <https://doi.org/10.1016/j.jad.2023.06.008>
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 - Loughnan, S. A., Newby, J. M., Haskelberg, H., Mahoney, A., Kladnitski, N., Smith, J., Black, E., Holt, C., Milgrom, J., Austin, M. P., & Andrews, G. (2018). Internet-based cognitive behavioural therapy (iCBT) for perinatal anxiety and depression versus treatment as usual: study protocol for two randomised controlled trials. *Trials*, 19(1), 1-11. <https://doi.org/10.1186/s13063-017-2422-5>

People experiencing severe distress and survivors of trauma

THIS WAY UP have an extensive academic track record in the assessment, diagnosis and management of severe mental health symptoms, including digital treatment

- A tailored, internet-delivered CBT program for post-traumatic stress disorder
 - The delivery of internet-delivered CBT for people with severe distress and suicidal ideation
 - Monitoring the safety of people undertaking internet-delivered CBT who have severe distress or symptoms of crisis
-
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- Shiner, C. T., Vratsistas-Curto, A., Bramah, V., McDonnell, K., Mahoney, A. E., Sweeney, S., & Faux, S. G. (2021). Assessing unmet rehabilitation needs and the feasibility of a telehealth rehabilitation consultation service for road trauma survivors recently discharged from hospital. *Disability and Rehabilitation*, 1-10. <https://doi.org/10.1080/09638288.2021.1887377>
- Buus, N., Juel, A., Haskelberg, H., Frandsen, H., Larsen, J. L. S., River, J., Andreasson, K., Nordentoft, M., Davenport, T., & Erlangsen, A. (2019). User involvement in developing the MYPLAN mobile phone safety plan app for people in suicidal crisis: Case study. *JMIR Mental Health*, 6(4), e11965. <https://doi.org/10.2196/11965>
- Allen AR, Andrews G. Recognising and managing traumatic stress reactions and PTSD. *Medicine Today*. 2017; 18: 47-49.
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- Mewton L, Andrews G. Cognitive behavioral therapy for suicidal behaviors: improving patient outcomes. *Psychology Research and Behavior Management* 2016; 9: 21-29.
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Adolescents and young people

These outputs show that THIS WAY UP have expertise in youth mental health, including tailoring and delivery of online mental health interventions specifically to support young people

- Internet-delivered program(s) for young people with anxiety and depressive disorders
 - Research examining comorbid substance use by young people experiencing anxiety and depression
 - Delivery of mental health programs and resources to young people via schools
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Older adults and those with mild cognitive impairment

These outputs demonstrate THIS WAY UP's commitment to ensuring mental health interventions are accessible and effective for older adults, including digital treatments

- Successful delivery of internet-delivered program(s) for older adults with anxiety and depressive disorders
 - Research showing acceptability and effectiveness of internet-delivered CBT programs for older adults
 - Research into digital interventions to support cognitive function and mental health symptoms among older adults
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