

About depressioNet

depressioNet.com.au was created to meet a need for people living with depression in homes, workplaces and communities. **The purpose of depressioNet is to empower people to make informed choices and find solutions to the challenges of living with depression** by providing information, help and 24 hour support using the Internet as a way to reach people who are isolated either through stigma, geography or disability.

depressioNet utilises innovative interactive communication forums to:

- reduce the impact of depression through communication, sharing ideas, providing a safety net, education, provision of hope from others who have been there;
- increase the proportion of people seeking and adhering to treatment through anonymous peer based understanding, encouragement and support;
- reduce the stigma associated with depression through association, communication and stigma-free environment.

Our forums are 'moderated' 24 hours a day by a fully trained online care team (OCT) consisting of a core of full time employed staff supplemented by a dedicated volunteer workforce.

The demand for and usage of the service have been far greater than expected. In 2004 the trained depressioNet 24-hour Online Care Team:

- responded to over 40,000 personal emails within 24 hours;
- conducted over 500 suicide interventions (all the team undertake ASIST training);
- companioned over 200 people at high risk of suicide/self harm while they wait to access emergency telephone counselling services eg Lifeline;
- helped over 5,000 people to find help and support services in their area;
- supported over 300,000 'log in' sessions in the award winning chat room and messageboard

and...

- **over 200,000 people** visited depressioNet.com.au...
- spending an average of **½ hour in depressioNet.com.au**
- making **over 75,000 messageboard posts!**

This is in addition to the thousands of people who find the information, professional treatment and support services they are seeking directly from the depressioNet.com.au Internet site.

Achievements

1. Finalist in AFR Australian Internet Awards 2000;
2. Number 1 ranking Australian Health & Medical Information site;
3. Over 12,000 visitors each week (93% Australian, average stay > 30 mins);
4. Highly regarded in community and health care industry;
5. Currently in excess of 1,200 pages available;
6. Australia's first 24-hour personalised peer support service.
7. Award winning Messageboard and Chat facilities (WINNER AIIA iAwards 2003 – Implementation of IT Services);
8. Finalist TheMHS Mental Health Services Awards 2003 & 2004



depressioNet in Brief

**AllIA has chosen depressioNet to represent Australia
in the 2004 Global IT Excellence Awards!**