
Program performance and effectiveness



January - June 2025



e-hub self-help programs

e-hub Health delivers **self-guided online programs** which provide evidence-based information and skills training to prevent or manage the symptoms of common mental health problems.

The programs are based on the best available evidence and evaluated through high quality research.

They can be used **anonymously, at any time, from anywhere.**

All programs are provided **free of charge** to Australians thanks to funding by the Australian Commonwealth Department of Health.

Read more at [e-hub Health \(ehubhealth.com\)](http://ehubhealth.com).

ecouch.com.au moodgym.com.au

Acknowledgements

In the spirit of reconciliation e-hub Health acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

We also acknowledge and respect the diversity of our service users, including diversity of ethnicity, gender, sexual orientation, religion, age and disability.

e-hub Health complies with and promotes [The Australian Charter of Healthcare Rights](#) and [The Charter of Young People's Healthcare Rights](#).

Program performance and effectiveness

e-hub Health collects quantitative and qualitative feedback from service users about their satisfaction with our services, program usability and accessibility, and user demographics and performance indicators.

The collected information is regularly reviewed to ensure the **safety and quality** of the programs meet the needs of consumers, and to inform quality improvement requirements.

This report is based the period from **January 1 2025 to June 30 2025**, and includes information collected from Australian users who have used the moodgym and e-couch programs.

Contents

1. Service user demographics
2. Service user feedback and satisfaction
3. Symptoms and effectiveness
4. Delivery performance and program improvements
5. How can I get involved?

Service user
demographics

Gender

moodgym

25.8%

Male



73.1%

Female



1.1%

Non-binary



e-couch

21.5%

Male



76.9%

Female



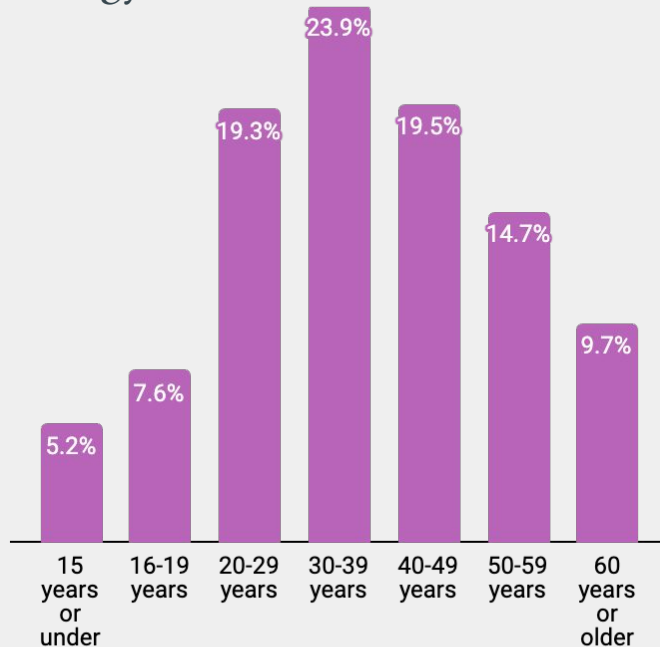
1.6%

Non-binary



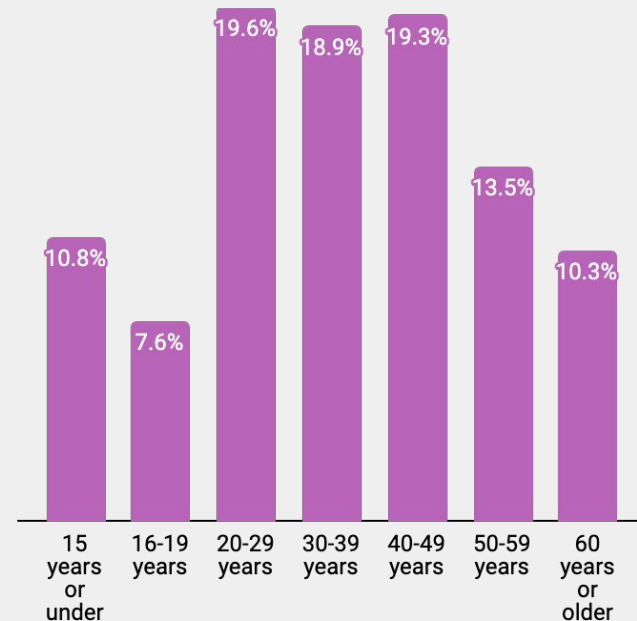
Age group

moodgym



% of new moodgym users in each age group

e-couch



% of new e-couch users in each age group

Aboriginal and Torres Strait Islander Users



moodgym

4.0% of new users



e-couch

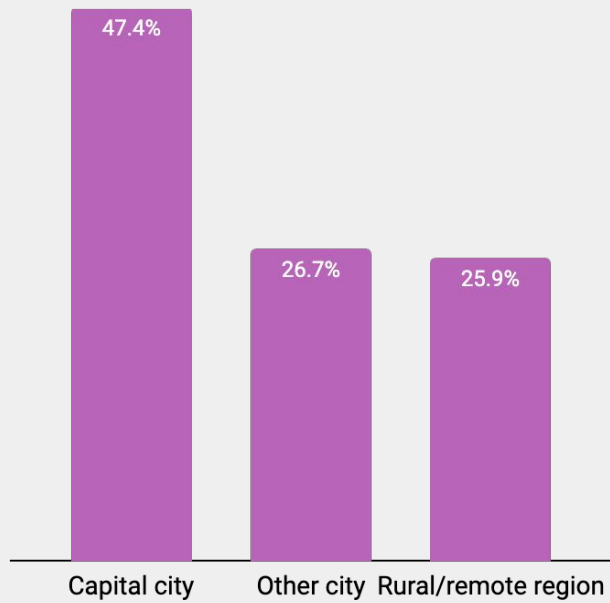
7.7% of new users



This information is collected so that e-hub Health can monitor trends in access and outcomes for Aboriginal and Torres Strait Islander service users, and to inform improvement strategies for culturally safe digital mental health care.

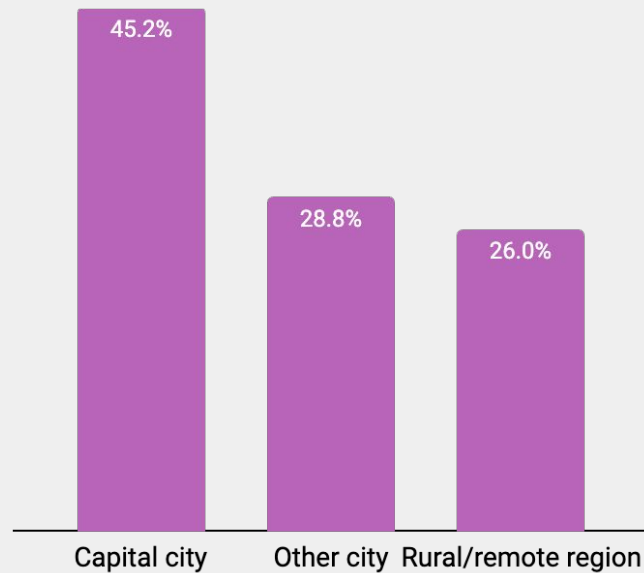
Location

moodgym



% of new moodgym users in each location

e-couch



% of new e-couch users in each location

Referral by a health professional (e.g. GP, psychologist)

moodgym

33.5% of new users



e-couch

13.6% of new users



Service user feedback and satisfaction

Service user satisfaction

When we asked e-couch and moodgym users about how satisfied they were with the program:

86.9%

of service users
agreed that the
program provided
them with new
skills.

90.5%

of service users
agreed that the
program provided
them with useful
information.

81.9%

of service users
agreed that they
will suggest that
others visit the
program.

89.5%

of service users
agreed that they
enjoyed visiting the
program website.

Service user feedback

We asked e-couch and moodgym users about **what worked, what did not work well, and the best bits** of the programs. Here is a summary of this feedback:

What worked:

- Self-paced, no hassle signing up and I wouldn't have done it if it was face-to-face.
- Easy to navigate.
- The diary sections, the quizzes and comparisons with the fictional characters' scores.
- Changing warped thinking, growing self-esteem, and being kinder to myself.

What did not work well:

- The relaxation techniques - I find it hard to sit still for 10 minutes.
- The parents module, this is suited to younger people.
- It would be great if there was an offline app.

Best bits:

- Easy to access when I needed it.
- Learning that I can change my thoughts.
- Practical advice that I can try easily. Information with many examples.
- Getting validation about emotions and it is ok to feel them and is normal.
- Exercises, characters, and taking quizzes.

Symptoms and
effectiveness

Depression and anxiety symptoms

New moodgym and e-couch users complete initial depression and anxiety symptom screening scales¹.

moodgym

Mean depression score: 5.9

(SD=2.1, N=5,314)

Mean anxiety score: 6.3

(SD=2.2, N=5,170)

e-couch

Mean depression score: 6.4

(SD=1.9, N=1,863)

Mean anxiety score: 6.9

(SD=2.0, N=1,771)

Mean social anxiety score: 8.0

(SD=5.8, N=1,686)

The mean score for the general population on these scales is 2 (depression and anxiety) and 2-3 (social anxiety). This indicates that service users have elevated levels of depression and anxiety symptoms.

¹ Depression and anxiety measured using the Goldberg Depression and Anxiety scales - score range 0-9 (Goldberg, 1988). Social anxiety measured using the Social Phobia Screener (SOPHS) - score range 0-20 (Batterham, 2017).

Change in service users' symptoms

Service users may complete additional symptom quizzes throughout their use of the programs and we are able to report on the average symptom improvement experienced by these service users.



moodgym

For service users who completed 3 or more modules, both depression and anxiety symptom scores improved:

Mean **depression score improved** from 5.8 (SD=2.2) to 4.9 (SD=2.7)*

Mean **anxiety score improved** from 6.1 (SD=2.2) to 5.3 (SD=2.7)*

* $p < .001$ Which means that there is a high level of statistical significance for these changes.

Change in service users' symptoms (cont.)

e-couch

For service users who completed at least one toolkit module in the relevant program, symptom scores improved:

Depression program

Mean **depression score improved** from 6.4 (SD=2.0) to 6.3 (SD=2.2)*

Mean **anxiety score improved** from 6.2 (SD=2.3) to 6.0 (SD=2.4)*

Anxiety & worry program

Mean **depression score improved** from 5.4 (SD=2.3) to 5.2 (SD=2.5)*

Mean **anxiety score improved** from 6.7 (SD=2.0) to 6.3 (SD=2.3)*

Social anxiety program

Mean **social anxiety score improved** from 11.6 (SD=5.1) to 10.5 (SD=5.6)*



Program Effectiveness

e-hub Health programs have been evaluated in a large number of scientific trials undertaken by research groups around the world.

This research has established the effectiveness of the programs in a range of settings and with different population groups.

For more information about published, peer-reviewed research, visit [e-hub Health](http://ehubhealth.com/evidence) (ehubhealth.com/evidence).

Delivery performance and
program improvements

Email support response time

e-hub Health's program support team responds to service users' email enquiries.

The team aims to respond to all enquiries within three business days.

Average response time

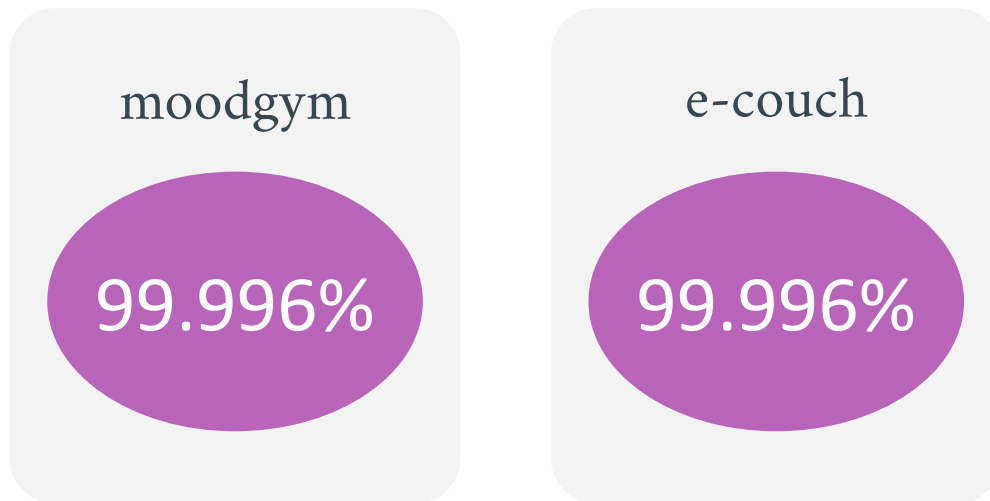


5h 54m

(within business hours)

Enquiries that are clinical in nature or require referral to other services are attended to by e-hub Health's clinical psychologist.

Web service uptime



Both programs were delivered securely during the reporting period. e-couch experienced one brief, unplanned downtime and moodgym experienced one period of degraded performance.

Program improvements

- We redesigned the [Health professionals page](#) on the e-hub Health website to streamline access to key resources. The updated page includes the e-hub Assist Resource Centre, featuring the e-hub Health Clinician Manual, program handouts, and email templates to support client referrals.
 - We created a new digital e-hub Health promotional flier for distribution to healthcare professionals, schools, and community organisations to support referrals of clients, students, and members.
 - Ongoing maintenance and back-end improvement work was undertaken as part of our ongoing commitment to consistent delivery and information security.
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How can I get involved?

e-hub Health is committed to **engaging and partnering with consumers.**

We value insights from service users and the positive contribution this makes in improving the safety and quality of our programs.

Provide program feedback

e-couch and moodgym include feedback forms.

Learn more, contribute and share

[e-hub Health Get Involved](http://ehubhealth.com) page (ehubhealth.com) provides additional information and ways to get involved:

- Provide feedback about all aspects of our services, including our program performance and evaluation criteria
- Join our customer advisory group
- Share your experience of our services
- Contact us