

Checklist for choosing a digital mental health service

This checklist includes some more detailed questions you might want to explore after reviewing the [*Tips for choosing a digital mental health service*](#).

Is this service for me?

- What health conditions does the service help with (e.g. depression, anxiety)?
- Who is the service intended for (e.g. adolescents, older persons)?
- What kind of assistance does it provide (e.g. information, counselling, CBT)?
- How is the service delivered (e.g. telephone, app)?
- Are health professionals involved in delivering the service?
- When is the service available?
- How much does the service cost (e.g. free, up-front cost)?
- Is there any ongoing cost?
- How can I access the service (e.g. equipment required, internet access, data requirements)?
- Can I access the service anonymously?
- Does the service allow a carer or family member to work with me to use the service?

Will I benefit if I use the service?

- Has the service provided proof that using the service will help me?
- Has a government or professional body endorsed the service?
- When was the service last reviewed and updated?

Could this service do me harm?

- Are there any precautions or safety warnings related to the service?
- Has anyone reported concerns or experienced adverse events after using the service? This information might be available in online reviews, internet search, or discussion with your peer network.

Should I trust this service?

- Who is the service provider?
- What is their business model (e.g. government, university, not-for-profit, or private company)?
- How does the service make money (e.g. through downloads, sale of data, advertising)?

Is the service easy to use? Will I keep using it?

- Has the service made available any independent research on how easy the service is to use?
- How much time will I need to set aside to use the service?
- How long will it take to get results from using the service?
- Were consumers and carers involved in the development of the service?
- What do others who have used the service say about it?

Who will have access to my personal data?

- What information does the service collect?
- Who owns that data?
- Who is that information shared with and why?
- Where is information about me stored?
- Can I easily share my results if I want to e.g. with my usual healthcare professional or support people?
- Can I save the personal information I enter on my device without it being shared with the provider?
- Does the service have a privacy (data-sharing) policy?
- What security measures are in place to protect my personal information?

Do I know who to contact if I have any questions or concerns?

What matters most to me when choosing a digital mental health service?

Questions?

You can find more information on National Safety and Quality Digital Mental Health Standards at: www.safetyandquality.gov.au/dmhs

You can access a range of free and low-cost services on the Australian Government's digital mental health gateway: headtohealth.gov.au