



Template – Product Information for digital mental health services

Name of digital mental health service:

Date of last service update:

Date this form was completed:

1. Is this service for me?

- 1.1 What health conditions does this service offer help with?
- 1.2 Who is the service intended for?
- 1.3 What kind of assistance does the service offer?
- 1.4 How is the service delivered?
- 1.5 Are health professionals involved in delivering the service?
- 1.6 When is the service available?
- 1.7 How much does the service cost? Is there any ongoing cost?
- 1.8 How can I access the service?
- 1.9 Can I access the service anonymously?
- 1.10 Does the service allow my carer, family member or support person to work with me to use the service?

2. Will I benefit if I use this service?

- 2.1 Is there any independent scientific evidence of benefit from using this service?
- 2.2 Is the service endorsed by a government or professional body?

3. Could this service do me harm?

- 3.1 Are there any precautions or safety warnings related to this service?
- 3.2 Has anyone reported concerns or adverse health events after using this service?

4. Should I trust this service?

- 4.1 Who is the service provider?
- 4.2 What is their business model?
- 4.3 How does the service make money?

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

- 5.1 Is there any independent research on how easy it is to use this service?
- 5.2 How much time will it take me to use this service as suggested?
- 5.3 How long will it take to get results from using this service?
- 5.4 Were people with lived experience involved in developing the service?
- 5.5 What do other users think of this service?
- 5.6 Will this service link with other health services?

6. Who will have access to my personal data?

- 6.1 What information does the service collect about me?
- 6.2 Who owns that data?
- 6.3 Who is that information shared with and why?
- 6.4 Where is information about me stored?
- 6.5 Can I easily share my information and results if I want to?
- 6.6 Can I save the personal information I enter on my device without it being shared with the provider?
- 6.7 Can I review and/or delete data that has been collected about me?
- 6.8 Does the service have a data-sharing (privacy) policy?
- 6.9 What security measures are in place to protect my personal information?

7. Who can I contact with questions or concerns about this service?

- 7.1 How can I contact the service provider?
- 7.2 Where can I go if I have concerns about this service?
 - For privacy/security issues contact the Office of the Australian Information Commissioner (OAIC) <https://www.oaic.gov.au/privacy/privacy-complaints/>
 - For complaints against a health service contact your state or territory health complaints organisation <https://www.ahpra.gov.au/notifications/further-information/health-complaints-organisations.aspx>
 - For complaints against an individual registered health professional contact the Australian Health Practitioners Regulatory Authority (AHPRA) <https://www.ahpra.gov.au/Notifications/Raise-a-concern.aspx>
 - For complaints about misleading claims contact Australian Competition and Consumer Commission (ACCC) <https://www.accc.gov.au/consumers/complaints-problems/make-a-consumer-complaint>

Action 3.3 of the National Safety and Quality Digital Mental Health Standards requires service providers to provide product information on each service to service users and where relevant, their support people that aligns with this template and is easy to understand and meets their needs.

You can find more information on the NSQDMH Standards at: www.safetyandquality.gov.au/dmhs

safetyandquality.gov.au



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