



Service providers can use this template to develop product information for consumers and carers seeking to use a digital mental health service. By answering these questions and providing standard product information, service providers can help service users to choose a digital mental health service that meets their needs.

The Commission developed the template in collaboration with the University of Sydney and consumers and carers.

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.

Template – Product Information for digital mental health services

Name of digital mental health service:

Name of service provider:

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 What is the business model for the service provider?
- 4.2 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>

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

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