

# Product Information for Digital Mental Health Services

**Name of digital mental health service:** Healthy Employees and Resilient Teams (HEART)

**Name of Service Provider:** Caraniche at Work

**Date of last service update:** 13 February 2025

**Date this form was completed:** 6 May 2025

## 1. Is this service for me?

HEART Workplace Service is a workplace wellbeing service provided by Caraniche at Work, offering customer organisations and their employees and immediate family members proactive management of psychosocial risks and support for a range of mental health and wellbeing concerns such as stress, burnout, anxiety, interpersonal and relationship concerns, and problematic behaviours such as substance use and gambling.

To access the service, you must be an employee or immediate family member of an employee of a customer organisation or be eligible to access the service as defined by the customer organisation that has engaged Caraniche at Work as their workplace wellbeing provider. Eligible employees and family members are provided with an access code to register and log in to the HEART Workplace Service online portal. Where required and appropriate, carers, family members or other support people can be included in the service to support an individual to engage in counselling or coaching. The service offers a range of wellbeing support options delivered directly to clients through the HEART online platform, as well as clinical services delivered to individuals and teams via telehealth and face-to-face.

Services delivered through the HEART online platform include digital wellbeing assessments (stress, psychosocial hazards in the workplace), self-guided digital wellbeing resources (informational podcasts and interactive online learning programs covering a range of wellbeing topics), online chat to access clinical support, assertive outreach for individuals with high stress scores, and an appointment booking system.

Clinical services are delivered by registered clinicians via telehealth or face to face and include individual counselling and coaching, and team-based workshops and capability sessions to identify and respond to workplace wellbeing issues.

Self-guided wellbeing resources on the online platform can be accessed 24 hours a day 7 days a week. Clinical services, including counselling, coaching and team-based workshops, are available by appointment during normal business hours.

The cost of the service is covered by an employee's organisation, under contract with Caraniche at Work. There is no cost for employees and their family members to access the services, however there may be limits on the number of clinical services that can be provided as per the contract, e.g., up to six counselling sessions in a 12-month period. Self-guided digital wellbeing resources are freely available to eligible clients without limits on the number that can be accessed.

Self-guided digital wellbeing resources (podcasts and online learning programs) can be accessed anonymously. All other services (counselling, coaching, team workshops) require identifying data to be collected by the service provider, however in the case of individual sessions, sensitive or identifiable information will not be shared with the customer organisation (i.e., your employer).

This service is accredited to the National Safety and Quality Digital Mental Health Standards.

## 2. What does it mean if a service is accredited to the National Safety and Quality Digital Mental Health Standards?

A government agency called the [Australian Commission on Safety and Quality in Health Care](#) wrote the [Digital Mental Health Standards](#) to help people identify high quality digital mental health services. They worked with people who use digital mental health, mental health experts and industry to make sure that accredited services pay attention to the things that keep services safe.

An accredited service keeps your information private and they will ask for your feedback to make the service better. They also make sure their services are based on strong evidence.

A service gets accredited by an approved agency that has been trained to check for safety and quality issues. They check evidence to show the service meets the [Digital Mental Health Standards](#) so you can know that the service keeps people safe.

The Commission has [more information](#) on the Digital Mental Health Standards and what accreditation means.

### 3. Will I benefit if I use this service?

Whilst we cannot guarantee that the service will benefit everyone who access it, the HEART Workplace service has been evaluated and shown to support improvements in employee stress and perceptions of the workplace as a mentally healthy place to work. Clinical services are provided by qualified mental health professionals, and digital resources and self-guided programs are underpinned by contemporary evidence and best practice.

### 4. Could this service do me harm?

While due professional care is taken with all aspects of service delivery, Caraniche at Work cannot guarantee that all clients will achieve expected outcomes. All services are delivered in a safe and trauma-informed manner, including transparency regarding the nature of services and what will be required of clients who participate, the ability to withdraw from the service at any time without consequence, and access to supports in the unlikely event of harm or distress.

### 5. Should I trust this service?

We are part of WISE Employment Group, a national values aligned not-for-profit that works with a wide range of clients addressing the barriers they experience in finding employment.

Being part of WISE means Helm is also a not-for-profit. While we still provide some programs as a fee-for-service model, all revenue is re-invested into the organisation to help further improve and expand our work.

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

The HEART Workplace service is designed to be easily accessible to all eligible employees and their families participants. The online portal provides clients with a range of services that can be accessed at any time using a unique login code, including wellbeing assessments, digital wellbeing resources such as podcasts and self-guided programs, and a simple booking process for scheduling individual counselling sessions. Self-directed services are designed for busy professionals, being brief, impactful, engaging and flexible.

Clinical services can be provided either face-to-face or remotely via telehealth and are therefore conveniently accessible to eligible participants regardless of location.

HEART Workplace service uses data-driven insights (from wellbeing assessments) and works collaboratively with Managers and Leadership teams within customer organisations to deliver workplace wellbeing services where they are needed most. This approach is designed to provide a workplace wellbeing service that is targeted, efficient and outcome focused, delivering meaningful results for individual employees, teams and organisations.

Caraniche at Work is committed to monitoring the quality of services and regularly collects client outcome data and feedback on service delivery. Client and customer driven insights are used to inform development and ongoing improvement of the HEART Workplace service. Recent evaluation results show that clients and customer organisations report a positive experience of the service, including improvements in individual and workplace wellbeing, and would recommend the service to others.

## 7. Who will have access to my personal data?

We collect personal information about our clients and prospective clients in the course of delivering our services and programs (including, for example, consultations, counselling and workplace group sessions). The kinds of personal information we collect will vary depending on the context of the collection.

Examples of the types of personal information we collect include:

- your name, post code and contact details,
- billing information (e.g. payment rates and details of services delivered);
- service or program attendance dates and times; and
- health-related information, such as client history, clinical records, case notes, risk assessments, psychological test results, health reports and certificates, incident and feedback reports or information (see further the section on ‘Sensitive Information’ below)

We do not ask for any personal information that is not reasonably necessary for, or directly related to, our functions or business activities.

We may collect your health-related information and other ‘sensitive information’ as defined under the Privacy Act. We only collect your sensitive information after

explaining how we will use that sensitive information and with your express consent, except in limited circumstances described below.

If we collect information without consent, we will take reasonable steps to de-identify that information before disclosing it to anyone else. Otherwise, we may use or disclose health information for research or statistical purposes relevant to public health or public safety when the Privacy Act permits the use or disclosure.

The security of the personal information that we collect is paramount. We take all reasonable steps to protect information from misuse and loss, and from unauthorised access, modification and disclosure. We apply appropriate physical, technical and protective data security practices to all personal information that we hold.

We will take all reasonable steps to destroy or permanently de-identify personal information if it is no longer required in accordance with Privacy Laws.

In accordance with the Health Records Act, client files are destroyed 7 years after the date of our last contact with the client (or such longer period as may be required by applicable law), except that files relating to minors will generally be retained until the minor reaches the age of 25 or such longer period as may be required by law.

Where personal information is deemed to be a 'public record' then such information will be retained and disposed of as required under the Public Records Act 1973 (Vic).

Where we collect information on behalf of a Custodian Organisation, the security and storage of that information will be the responsibility of the Custodian Organisation.

We will take reasonable steps to ensure that all personal information that we collect and hold is accurate, up to date and not misleading, having regard to the purpose(s) for which the information is to be used.

You have the right to access, update and correct information that we hold about you. Your requests to exercise these rights should be directed to our Privacy Officer at the contact details at the end of this Privacy Policy. We will respond to a request for access within a reasonable period.

In most cases, we will be able to provide you with a summary of any personal information that we hold about you free of charge. However, in some circumstances, reasonable costs may be charged and we will explain the reasons for any charge that is applied.

For information about you held by a Custodian Organisation, any requests to access, update or correct this information must be directed to the relevant Custodian Organisation.

Where we are not able to provide access to personal information or we are not willing to make a correction to personal information, we will notify you and provide our reasons.

Please refer to our Privacy Policy for further details.

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

If you wish to complain about our handling of your personal information, you may lodge a complaint with our Privacy Officer. We will investigate your complaint and provide a response within a reasonable period of time.

### Contact details and further information

Caraniche Privacy Officer

Address: Level 1, 260 Hoddle St, Abbotsford VIC 3067

Phone: (03) 8417 0500

Email: [feedback@caraniche.com.au](mailto:feedback@caraniche.com.au)

If you remain unhappy with the way we have handled your personal information or you are not satisfied with the way in which we have handled your complaint may lodge a complaint with:

- the Health Complaints Commissioner (in relation to health information); or
- the Office of the Australian Information Commissioner.



Caraniche acknowledges members and Elders of the Aboriginal and Torres Strait Islander communities, their living culture and their unique role in the life of the region. The history of dispossession from their lands and waters, disconnection from culture and impacts of intergenerational trauma have caused great harm. We also recognise the strength, resilience, and courage of Aboriginal and Torres Strait Islander peoples and our vision for reconciliation is one where we work side by side with First Nations agencies and communities in collaboration and partnership to support healing.

