

myCompass: Product Information and Terms of Use

Service or product name: myCompass

Date of last service or product update: myCompass Version 2.0 was released in July 2018. myCompass is also subject to a continuous safety and quality assurance process that informs ongoing enhancements and maintenance as required.

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Acknowledgment and acceptance of Terms of Use

These Terms of Use govern your use of the Black Dog Institute myCompass program including access to myCompass via your computer or mobile device at the website located at www.myCompass.org.au (Site), which is owned and operated by Black Dog Institute, ABN 12 115 954 197. Access to and use of myCompass is subject to your acceptance of these Terms of Use.

By accessing myCompass you accept and consent to, without limitation or qualification, all of the Privacy Policy and Terms of Use. Before using myCompass, please review these Terms of Use and our Privacy Policy carefully.

Black Dog Institute reserves the right to amend these Terms of Use or myCompass without notice to you at anytime, however, we will post the amended Terms of Use onto the Site.

You will be deemed to have accepted and agreed to the revised Terms of Use if you continue to use any section of the site as a registered user after notice of the revised Terms of Use has been placed on the site.

Your access to myCompass will commence upon our acceptance of your application for registration which will be confirmed to you via email and/or SMS.

1. What does myCompass offer?

myCompass is a free online self-help tool for building and maintaining good mental health.

Its core features include fourteen different interactive learning activities and a lifestyle tracking feature to help users better understand themselves and learn strategies to improve their mental health.

1.1 What health conditions does myCompass help people with?

myCompass is for adults with mild to moderate depression, anxiety and/or stress. It's also appropriate for people who simply want to build and maintain good mental health.

1.2 What kind of assistance does myCompass offer?

myCompass offers a range of features, including:

- **A personalised experience:** Users are encouraged to complete the myCompass Profiling Questionnaire so myCompass can then recommend 'learning activities' and 'mood and lifestyle tracking' areas that may be of greatest benefit to that particular individual.
- **Self-Assessment:** The myCompass Self-Assessment offers users a way of ensuring myCompass is right for them and so they can track their mental health and any changes over time.
- **Interactive learning activities:** myCompass offers fourteen online learning activities that deliver evidence-based psychological techniques used by doctors and psychologists, including cognitive behaviour therapy (CBT), Interpersonal Psychotherapy, Problem-solving Therapy and Positive Psychology.
- **Mood and lifestyle tracking:** The myCompass tracking feature allows users to track thoughts, feelings and behaviours. It provides graphical feedback to help users recognise unhelpful patterns and possible triggers that impact their mental health.
- **Information and resources:** The myCompass Knowledge Centre offers information and links to resources that cover a range of mental health topics.
- **Reminders and motivation:** Users can opt to be sent reminders, tips, facts and motivational messages via SMS or email.

1.3 Who is the target audience?

Requiring minimal technical skills, myCompass is for people who:

- May have mild to moderate depression, anxiety and/or stress.
- Would like to improve their mental health.
- Are aged over 18.
- Read English with ease.

1.4 How is myCompass delivered?

myCompass is a fully responsive online program that can be accessed on desktop computers or mobile devices.

1.5 Are health care professionals involved in delivering myCompass?

myCompass is available as a self-help tool. Health professionals are not involved in the delivery of myCompass unless they have recommended myCompass to a patient or client they are working with as part of their model of care.

1.6 How much does it cost?

myCompass is free to use but does require a working internet connection and a small amount of data per session. An average page within a myCompass learning activity will use around six to seven MB of data.

1.7 Who is myCompass accessible to?

To use myCompass, users will need:

- A desktop computer or mobile device (smart phone or tablet).
- A stable internet connection (Recommended internet speed: 5 mbps and above)

Recommended internet browsers for accessing myCompass: Chrome, Edge and Fire Fox

Recommended screen resolution: 1920 X 1080

2. Privacy collection notice: Who will have access to user data?

2.1 What information is collected about myCompass users?

The purpose of collecting information (data) about our users is to help us monitor how well the program is engaging people. It also helps us make decisions about what parts of the program we can improve to ensure it remains of the highest quality. Only de-Identified, aggregated data is used for these purposes. There are two main ways we collect user information:

a) Individuals who visit the myCompass site but do not register

Whenever someone visits myCompass, our servers automatically record information about their usage of myCompass, such as the time of the visit, the length of the visit, and the pages they visit. This data is only linked to a user's identify if they have identified themselves by registering or logging in to the myCompass program.

b) Registered myCompass users

a. At registration

At registration, we collect some personal information such as email address, mobile phone number, gender, name and birth year. The collection of email address and mobile phone number is so users can set up reminders and notifications via SMS and/or email should they choose, and also to help people log in where they have forgotten their password or username. The collection of user email address details also allows us to inform our users where changes or improvements have been made to the program, and also for the distribution of an annual user feedback survey.

At registration, users are also required to complete a mental health self-assessment tool consisting of the PHQ-9 and GAD 7, both of which are validated mental health assessment questionnaires. This is to establish the appropriateness of myCompass for their needs and also so users can track their mental health changes over time. The information collected via this assessment is based on the users personal, subjective assessment of their mental health.

b. User completion of the 'Profiling Questionnaire':

Registered users can elect to take a survey called the Profiling Questionnaire. This questionnaire allows myCompass to recommend the most relevant mood or lifestyle areas and learning activities to complete. The information collected in this questionnaire is based on the users personal, subjective assessment of their health.

c. myCompass 'tracking'

Registered myCompass users may elect to use the myCompass mood and lifestyle tracking feature to monitor aspects of their mental health and lifestyle. We record these subjective ratings in order to present this information back to the user so they can identify unhelpful patterns and possible triggers that impact their mental health.

d. myCompass learning 'activities'

Registered myCompass users may elect to complete a number of learning activities that cover a range of topics. These learning activities are highly interactive and collect a number of different pieces of information in order to help users understand and improve their mental health and lifestyle.

2.2 Who is that information shared with?

We do not routinely disclose personal information (data) with external parties and at no time will Black Dog Institute share a user's personal information without their consent unless:

- a) We believe there is a serious and imminent threat to their or someone else's life, health or safety.
- b) We need to investigate or report on activity which we believe on reasonable grounds to be unlawful.
- c) Disclosure is required or authorised by law (for example where a regulatory authority has the power to request the provision of certain records or information).
- d) Disclosure is reasonably necessary to enable an enforcement body to perform its functions, for example:
 - i. The prevention, detection, investigation, prosecution or punishment of criminal offences.
 - ii. The preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.

Black Dog Institute may disclose de-identified data to trusted third parties engaged to assist us with services including data processing, data analysis, information technology services and support, website maintenance/development, record archiving and medical consultants who provide expert advice on the program's clinical content.

De-identified means we will not share any data that links a user's personal details (i.e such as name or email address).

myCompass uses Google Analytics which collects unidentifiable data relating to usage of myCompass. This includes things like the user's server address, the user's top level domain name (for example .com, .gov, .au, etc), the date and time of the visit to the site, the pages accessed, the documents downloaded, the type of browser used and referral source from where the user found myCompass. This allows us to generate reports to help us understand website traffic and behaviour. When using myCompass, users consent to Google processing their data as set out in the [Privacy Policy](#), and for the purposes described above. Users can opt out of having their unidentified data being processed by Google using [Google's opt-out service](#).

Any research undertaken by Black Dog Institute using myCompass data must be approved by an external Human Research Ethics Committee. All research is undertaken in accordance with the terms and conditions specified by the relevant Human Research Ethics Committee, and the principles specified in the National Health and Medical Research Council and the Australian Research Council's Australian Code for the Responsible Conduct of Research 2007 (the Australian Code). Research participants enrolled in trials or research will be given further information detailing how their personal information (including health information) will be handled by Black Dog Institute, including circumstances where personal information may be disclosed. At no point in time will your data be identifiable when used for research purposes.

2.3 What is the reason for sharing a myCompass user's information with others?

Black Dog Institute may disclose a user's de-identified data to trusted third parties engaged to assist us to provide the myCompass program. This may include assisting us to:

- a) Carry out our Safety and Quality Assurance processes (i.e. to help us maintain the program and make it better)
- b) To inform the development of myCompass marketing and promotion strategies.

2.4 Where is user information stored?

All information we collect is stored on secure servers that are protected in controlled facilities.

The security of any information we hold is important to us. We use Government Data Centres (GovDC) commissioned by the University of New South Wales (UNSW) for data storage and backups. The data remains controlled by us. UNSW IT follows industry standards to protect personal information and uses secure socket layer (SSL) technology and key based encryption techniques. However, the internet and any method of electronic storage is not 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. We also encourage you to take responsibility for the security of your own computer system.

Furthermore, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any information held by us. However, we will not be held responsible for events arising from unauthorised access to any information we hold.

2.5 Can a myCompass user review and/or delete data that has been collected about them?

Registered users of myCompass can access, change and update their personal details from the 'My profile' feature at any time within myCompass. Subject to any legal restrictions, we are happy to advise what additional personal information we hold about our users, should they request this. If a user's request is particularly complex or requires detailed searching of our records, the user may be required to cover costs associated with the work undertaken to provide this information. If a user believes there are errors in our records about them, they can let us know and we will be happy to investigate and correct any inaccuracies.

2.6 Where is the Black Dog Institute data-sharing (privacy) policy?

More detailed information about the way Black Dog Institute uses, discloses and otherwise handles personal information is set out in our comprehensive Privacy Policy at <https://www.blackdoginstitute.org.au/privacy-policy>

Our Privacy Policy includes information about how individuals can opt-out of receiving marketing communications from us, access their personal information and/or seek correction of their personal Information. Our Privacy Policy also includes information about how individuals may make a complaint about how their personal information has been handled.

All requests or questions about how we deal with personal information, requests for access to personal information or to request to no longer receive any communications from us should be directed to:

- **Address:** Privacy Compliance, Black Dog Institute, Hospital Road, Prince of Wales Hospital, Randwick NSW 2031, Australia
- **Email:** privacy@blackdog.org.au
- **Telephone:** +61 2 9382 4530

Individuals may also request a copy of our Privacy Policy at the above addresses.

2.7 What security measures are used when collecting and storing user data?

myCompass is subject to a regular audits by external agencies to ensure the ongoing security of the program and user data. The most recent security audit was conducted in May 2019 by JB Cyber Pty Ltd. Based on the information available, JB Cyber found no major security issues with the myCompass application and the program and data management strategy were categorised as fit for purpose.

We take reasonable steps to prevent the personal information we hold about users from misuse, interference or loss, and from unauthorised access, modification or disclosure. Our security measures meet industry standards and users can feel confident in our processes. These may include access control procedures, network firewalls, encryption and physical security. Although we will endeavour to protect user personal information, we are unable to guarantee that any information transmitted to us over the internet is 100% secure.

In terms of personal protection, users are responsible for maintaining the security and confidentiality of their myCompass username and password. Users should always logoff from myCompass after completing a session and not let other people use their myCompass account.

3. What is the likelihood of benefit or harm if used as recommended or otherwise?

myCompass offers a set of tools and techniques which aim to benefit users by:

- a) Helping them to better understand their moods.
- b) Helping them to better understand the things (situations) that trigger their symptoms of mild to moderate stress, anxiety and/or depression.
- c) Providing tips for minimising the triggers, and coping with and managing the symptoms of mild to moderate stress, anxiety and/or depression.
- d) Providing self-help instruction and guidance, for managing a wide variety of symptoms of mild to moderate stress, anxiety and/or depression, using reputable therapeutic techniques.

Risks associated with its use, include:

- a) the possibility of your symptoms persisting while using myCompass.
- b) the possibility of your symptoms worsening while using myCompass.
- c) the possibility of developing symptoms or conditions while using myCompass.
- d) the possibility that myCompass is not suitable for you at a particular point in time.

3.1 Is there any independent scientific evidence of benefit from using myCompass?

myCompass has been tested via gold-standard research methods, including a Randomised Control Trial (RCT), to demonstrate its safety, efficacy and effectiveness. myCompass has been demonstrated to produce significant improvement in symptoms of depression, anxiety and stress in work and social functioning.

Trial outcomes are published in BMC Psychiatry, and available at the [BMC Psychiatry website](#).

3.2 Is myCompass endorsed by a government or professional body?

myCompass is promoted via several credible, government and non-government bodies and services such as:

- The Australian Government Department of Health's '[Head to Health](#)' website.
- The [healthdirect](#) website funded by the Australian Government.
- The [eMHPrac \(e-Mental Health in Practice\)](#) project funded by the Australian Government.

3.3 Are there any health precautions or safety warnings?

- myCompass should not replace the advice of a doctor or mental health professional. If you're having thoughts and feelings that are getting on top of you, please reach out to your GP or a mental health professional. If you'd like talk to someone now, please call Lifeline on 13 11 14.
- The effectiveness of myCompass in severely distressed adults has not been examined. While this does not prevent people within this symptom range from using myCompass, use should be supported closely with human guidance from a GP or Mental Health Professional.
- The effectiveness of myCompass in people under 18 years has not been examined. As program content within myCompass has been developed to support an adult audience, use of myCompass in this age group is not recommended.
- Exposure to mental health related topics may cause psychological distress and/or discomfort. It is possible that some participants may find the contents challenging and/or stressful.

3.4 Have there been any adverse health events or consumer concerns reported about myCompass?

No, Black Dog Institute is not aware of any reports of adverse health events or consumer concerns about the myCompass program.

4. Is myCompass easy to use and are users likely to keep using it?

4.1 Is there any independent research on how easy it is to use myCompass?

Acceptability and feasibility studies have been conducted on elements of the myCompass program to help understand their ease of use and appropriateness. Two studies of this nature have been conducted by Black Dog Institute and the results have been published in independently peer reviewed journals.

- **The Doing What Counts – An activity for people with Diabetes:** This particular myCompass learning activity was tested for acceptability and effectiveness and involved over 150 participants. Results were very positive and indicated high levels of satisfaction from the target audience. Outcomes from this study were used to further inform elements of the content within this particular activity. [Full results are available online.](#)
- **Managing depression for men:** This particular myCompass learning activity was tested for acceptability and effectiveness in a study that involved over 140 participants. Results were very positive and indicated high levels of satisfaction from the target audience. Outcomes from this study were used to further inform elements of the content within this particular activity. [Full results are available online.](#)

4.2 Were people from the target audience involved in developing myCompass?

People from the target audience have been involved in the development of myCompass and continue to inform the ongoing quality and relevance of the program.

- **myCompass 1.0:** myCompass was first developed (2011-12), tested and evaluated under a Human Research and Ethics Committee approval. User involvement in early iterations of myCompass was via this process and involved 720 individuals who participated in the trial. Measures relating to program adherence and user satisfaction were amongst other clinical scores used to determine the value of myCompass as a self-help tool for treating mild-to-moderate depression, anxiety and stress. Eighty-three per cent of myCompass participants reported that they would recommend the program to others, and 87.4% indicated that they would happily use the program again. Full results are published in BMC Psychiatry, and available at the [BMC Psychiatry website.](#)
- **myCompass Version 2.0:** In 2017/18, myCompass was reviewed and updated as part of the myCompass Version 2.0 project. Feedback collected from users in relation to Version 1.0 was used to inform the current available version of myCompass.
- **Continuous Safety and Quality Assurance:** User surveys are conducted on an annual basis to inform improvements and enhancements to the myCompass program. All feedback received from users via the myCompass help desk email account (eMH@blackdog.org.au) is recorded and considered within this ongoing process. The most recent user survey was conducted in May 2019.

4.3 How much time will it take an individual to use myCompass as suggested?

Ideally, users should commit to the program for a minimum of seven weeks to increase the likelihood of gaining the full benefit of the program.

Each online learning activity is comprised of up to three sessions that will each take around 10 -15 minutes to complete. Users can complete whole activities in one session or across several. Completing the myCompass tracking component takes around 1-2 minutes per day.

4.4 Does myCompass fit in with other health services?

myCompass and Black Dog Institutes Step Care Service

myCompass is currently integrated with Black Dog Institute's StepCare Service. General Practices delivering the StepCare Service provide their patients with a mobile tablet to complete a general screening tool for mental health problems before their appointment. Where the patient scores in the mild symptom range, myCompass is recommended as a possible treatment option.

myCompass and support from a health professional

While myCompass has been designed and tested as a self-help tool, the program can also align neatly with support from a health professional, especially where the health professional was responsible for recommending the program. Black Dog Institute suggests the following to health professionals seeking to integrate myCompass into their practice:

- Familiarise yourself with myCompass so that you know the key program features and how the program works.
- Refer suitable patients to myCompass either by emailing them a link to the program or providing them with a printed myCompass patient information sheet.
- Show your patients what myCompass looks like on your desktop computer, tablet or mobile phone.
- Follow up with your patients about their use of myCompass. Ask about any difficulties they are having and/or gains being made.
- In addition to referring people with established mental health problems to the program, recommend it to people that you feel might be vulnerable by virtue of family history, personality and/or social-environmental factors.

4.5 What do other users think of myCompass?

The following are a sample of quotes and testimonials collected via a myCompass user feedback survey conducted in May 2019.

- "It gave me redirection, focus and a pathway for what does matter in my life".
- "The information and activities are useful. I also like the snippets to give me a 'pick up'. The website is clear and the self-assessment definitely made me more aware of my mental health".
- "Very happy to find a confidential but reliable way to track and check my mental health. Also the strategies I am learning to manage unhealthy thoughts are extremely helpful and easy to learn on this site".
- "myCompass helps me keep track of fluctuations in my mental health, I can then share that information with my doctor and counsellor".

- “It is easy to manoeuvre; the colour is eye catching and keeps you engaged. The information is informative and easy to follow and understand”.
- “Helped me to get in touch with myself on a daily basis and also gave me a sense of not being alone. I also felt a sense of communication and understanding that I would not have thought possible from a website. I did not like the idea of one to one consultations or medication and myCompass was very comforting for me to aid in understanding my thoughts feelings and gave me a tool to change my negatives to a positive. Thank you”.
- “Encourages regular, active contemplation and tracking of mood leading to greater self-awareness and self-regulation. Lots of practical features. Assumes that mental health needs to be actively managed just as physical health does”.

5. How is myCompass funded and what is the business model?

5.1 Who is offering myCompass?

Black Dog Institute is offering this service.

5.2 What is Black Dog Institute's business model?

Black Dog Institute is an independent Medical Research Institute, not-for-profit organisation located within the Prince of Wales Hospital Campus and affiliated with UNSW Australia (the University of New South Wales).

5.3 Was a health professional involved in developing myCompass?

Several leading health professionals working in the digital mental health space were involved in the design, development and testing of the myCompass program. They include:

- Professor Judy Proudfoot MA (Psych), PhD
- Dr Janine Clarke BA (Hons) PhD MPsychol (Clin) MAPs
- Dr Jan Orman MBBS, MPsychMed
- Dr Vijaya Manicavasagar BSc, MPsych, PhD
- Professor Gordon Parker MB BS, MD, PhD, DSc, RANZCP

As with all Black Dog Institute digital mental health services, clinical subject matter experts are involved in the continuous safety and quality assurance processes we apply to ensure our programs are maintained to the highest standards.

5.4 How was the development funded?

The development of myCompass was made possible with funding from the Australian Government Department of Health.

5.5 How does myCompass make money?

myCompass is available at no cost to consumers and does not currently produce any income.

6. Disclaimer and limitation of liability

myCompass is provided on an “as is” and “as available” basis. Black Dog Institute makes no representations or warranties of any kind, express or implied, as to the site's operation or the information, content or materials included on myCompass. To the full extent permissible by applicable law, the administrators of myCompass and Black Dog Institute hereby disclaim all warranties, express or implied, including but not limited to implied warranties of merchantability and fitness for any particular purpose. Neither myCompass nor Black Dog Institute will be liable for any damages of any kind arising from the use of or inability to use this site. All myCompass users expressly agree that they use myCompass solely at their own risk.

The materials displayed on myCompass (“Content”), including without limitation all information, text, materials, graphics, names, logos and trademarks are for information purposes only. It should not be relied on as a substitute for professional advice. Persons accessing myCompass do so at their own risk. BDI recommends that people should always seek the advice of a health and/or mental health professional with any questions they have regarding a medical condition. myCompass users should never disregard professional medical advice or delay in seeking it because of any results linked to myCompass self-assessments or by anything they read on myCompass.

Black Dog Institute has no responsibility or liability in relation to any direct or indirect loss or damage Incurred through the use of myCompass - including but not limited to damage to user software, hardware or mobile device or injury to themselves or anyone else arising from their use of or access to myCompass. Black Dog Institute makes no warranty regarding the quality, accuracy, merchantability or fitness for purpose of the content or myCompass.

Black Dog Institute does not warrant that myCompass or functions contained in myCompass, such as hyperlinks, will be uninterrupted or error free, that defects will be corrected or that our server or the server that makes it available are free of viruses or bugs.

To the extent permitted by law, all representations, conditions or warranties, whether based in statute, common law or otherwise, are excluded. In the case of breach of condition or warranty implied by law or otherwise that cannot be excluded, the liability of Black Dog Institute is limited to the maximum extent permitted by law.

7. Access to and ownership of program content

The content in myCompass is protected by copyright, trademark and other intellectual property laws and the rights of Black Dog Institute and/or its third-party licensors.

The content, material, logos and illustrations provided in myCompass are the property of Black Dog Institute and may not be reproduced or redistributed or otherwise used for any other purpose without permission. You must not modify, copy, reproduce, republish, frame, upload to a third party, post, transmit, distribute or communicate to the public the content (or a substantial part of it) in any way except as expressly provided by these 'Terms of Use' or under the Copyright Act 1968 (Cth) or other applicable laws.

Users are granted the right to view myCompass content using their web browser and/or mobile device for their own personal use.

8. Quality of Information

Any errors within myCompass content that are brought to our attention will be corrected as soon as possible. Black Dog Institute reserves the right to change any content within myCompass at any time without notice.

9. External links

Links to external websites within myCompass are provided on an information source basis only. Black Dog Institute makes no warranty and accepts no responsibility or liability in relation to any information, products, services or advice provided by these external links and any views or recommendations provided in linked sites do not necessarily represent those of Black Dog Institute. Users acknowledge that they enter any third-party websites at their own risk.

10. Who can I contact with questions or concerns about myCompass?

Get in touch with the myCompass team at emh@blackdog.org.au or 02 9065 9089.

Who else can I talk to if I still have questions or concerns?

- For privacy/security issues contact the Office of the Australian Information Commissioner (OAIC) <https://www.oaic.gov.au/privacy/privacy-complaints/>
- All suspected adverse health events should be reported to the Therapeutic Goods Administration (TGA) <https://www.tga.gov.au/reporting-adverse-events>
- 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 Ahpra (Australian Health Practitioners Regulatory Authority) <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>