

Healthy Mind: Product Information and Terms of Use

Service or product name: Healthy Mind

Date of last service or product update: Healthy Mind 1.0 (7/7/2020). Healthy Mind is also subject to a continuous safety and quality assurance process that informs ongoing enhancements and maintenance as required.

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Contents

Acknowledgment and acceptance of Terms of Use	3
1. What does this Healthy Mind offer?	3
1.1 What health conditions does Healthy Mind help people with?	3
1.2 What kind of assistance does Healthy Mind offer?	3
1.3 Who is the target audience?	4
1.4 How is Healthy Mind delivered?	4
1.5 Are health care professionals involved in delivering Healthy Mind?	4
1.6 How much does it cost?	4
1.7 Who is Healthy Mind accessible to?	4
2. Privacy collection notice: Who will have access to user data?	5
2.1 What information is collected about Healthy Mind users?	5
2.2 Who is that information shared with?	6
2.3 What is the reason for sharing a Healthy Mind users information with others?	6
2.4 Where is user information stored?	6
2.5 Can a Healthy Mind user review and/or delete data that has been collected about them?	7
2.6 Where is the Black Dog Institute data-sharing (privacy) policy?	7
2.7 What security measures are used when collecting and storing user data?	8

3. What is the likelihood of benefit or harm if used as recommended or otherwise?.....	8
3.1 Is there any independent scientific evidence of benefit from using Healthy Mind?	8
3.2 Is Healthy Mind endorsed by a government or professional body?	8
3.3 Are there any health precautions or safety warnings?.....	9
3.4 Have there been any adverse health events or consumer concerns reported about Healthy Mind?	9
4. Is Healthy Mind easy to use and are users likely to keep using it?	9
4.1 Is there any independent research on how easy it is to use Healthy Mind?	9
4.2 Were people from the target audience involved in developing Healthy Mind?	10
4.3 How much time will it take an individual to use Healthy Mind as suggested?	10
4.4 Does Healthy Mind fit in with other health services?	10
4.5 What do other users think of Healthy Mind?	11
5. How is Healthy Mind funded and what is the business model?	12
5.1 Who is offering Healthy Mind?	12
5.2 What Black Dog Institute's business model?	12
5.3 Was a health professional involved in developing Healthy Mind?	12
5.4 How was the development funded?.....	12
5.5 How does Healthy Mind make money?	12
6. Disclaimer and limitation of liability	13
7. Access to and ownership of program content.....	13
8. Quality of Information.....	14
9. External links	14
10. Who can I contact with questions or concerns about Healthy Mind?	14

Acknowledgment and acceptance of Terms of Use

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

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

Black Dog Institute reserves the right to amend these Terms of Use or Healthy Mind 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 after the revised Terms of Use has been placed on the site.

1. What does this Healthy Mind offer?

Healthy Mind offers an online Easy Read mental health tool for people with mild to borderline intellectual disability (ID). Healthy Mind is designed to help people with ID to recognise and regulate their thoughts and feelings.

Its core features include five different interactive learning activities that users can work through with or without a support person and at their own convenience.

1.1 What health conditions does Healthy Mind help people with?

Healthy Mind is suitable for adults with mild to borderline intellectual disability looking to sustain and build good mental health.

1.2 What kind of assistance does Healthy Mind offer?

Healthy Mind offers a range of features, including:

- **Interactive learning activities:** Healthy Mind offers five online learning activities that deliver accessible, Easy Read English translated evidence-based psychological techniques used by doctors and psychologists, such as cognitive

behaviour therapy (CBT). Topics include Recognising feelings, Breathe and relax, Taming anger, Having more fun and Tackling unhelpful thinking.

- **Information and resources:** Healthy Mind offers a range of freely downloadable resources that support user engagement with the program and allow the potential for offline reflection and practice.

1.3 Who is the target audience?

Requiring minimal technical skills, Healthy Mind is for people:

- With mild to borderline Intellectual disability.
- Who would like to sustain and build good mental health.
- Who are aged over 18.

1.4 How is Healthy Mind delivered?

Healthy Mind is a website that is fully enabled for desktop computers and tablet devices.

1.5 Are health care professionals involved in delivering Healthy Mind?

Healthy Mind is available as a self-guided tool but could effectively be used in conjunction with face-to-face psychological support.

It is optimal for people to use Healthy Mind with a health professional, supporter, or carer.

1.6 How much does it cost?

Healthy Mind is free to use and requires no registration or password. Healthy Mind does require a working internet connection and a small amount of data per session. An average page within a Healthy Mind learning activity will use around 15 MB of data.

1.7 Who is Healthy Mind accessible to?

To use Healthy Mind, users will need:

- A desktop computer or mobile device (smart phone or tablet). Please see below for further detail in relation to device recommendations.
- A stable internet connection (Recommended internet speed: 5 mbps and above)

Desktop:

- Recommended internet browsers for accessing Healthy Mind: Chrome, Edge and Fire Fox.
- Recommended screen resolution: 1920 X 1080.
- System Requirements:
 - 4 GB RAM.
 - Internet download/upload speed 1Mbps.
 - Windows 10 and above / Latest Mac OS.

Mobile Devices:

- Most devices released in the last 3 years.
- Latest iOS / Android.

Recommended Browsers:

- Google Chrome (latest version).
- Microsoft Edge (latest version).
- Apple Safari (latest version).

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

2.1 What information is collected about Healthy Mind users?

No identifiable information (data) is collected when using Healthy Mind. We do however collect a range of de-identified 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

Whenever someone visits Healthy Mind, our servers automatically record information about their usage of Healthy Mind, such as the time of the visit, the length of the visit, and the pages they visit.

Healthy Mind learning activities

Healthy Mind 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?

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, data mailing and market research 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).

Healthy Mind uses Google Analytics which collects unidentifiable data relating to usage of Healthy Mind. 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 Healthy Mind. This allows us to generate reports to help us understand website traffic and behaviour. When using Healthy Mind, 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 Healthy Mind 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 Healthy Mind users 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 Healthy Mind 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 Healthy Mind marketing and promotion strategies.

2.4 Where is user information stored?

Any information we collect is stored on our secured Amazon Web Services (AWS) servers in Australia. Amazon is the world's leading cloud IT infrastructure provider providing high-

performing, robust and secure infrastructure maintaining several compliance certifications, including ISO 27001, SOC1, SOC2, SOC3, PCI DSS, IRAP, ISO 9001, CSA, ICO 27017 and ISO 27018.

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, 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.

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

As no registration is required to use Healthy Mind, none of the information we collect is attached to a specific user's identity.

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?

Healthy Mind is subject to regular audits by an external agencies to ensure the ongoing security of the program and user data. Healthy Mind was publicly released In July 2020 and the first security audit of this program will be conducted before June 30, 2021.

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 should always close down the window from which they were using from Healthy Mind after completing a session and not let other people continue a Healthy Mind session they were already engaged in. This is to prevent the inadvertent sharing of inputs/responses a user may have made while engaging with the Interactive Healthy Mind learning activities.

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

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

An acceptability and feasibility study was conducted throughout 2018 - please see Section 4.1.

3.2 Is Healthy Mind endorsed by a government or professional body?

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

- The [eMHPrac \(e-Mental Health in Practice\)](#) project funded by the Australian Government.
- [Council for Intellectual Disability](#)

- [The Disability Trust](#) providing professional care and support to people with disabilities and their families.
- [Scope Australia](#) one of the largest not-for-profit disability service providers in Australia.
- [Australian Psychology Association](#)

3.3 Are there any health precautions or safety warnings?

- Healthy Mind 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.
- 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 Healthy Mind?

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

4. Is Healthy Mind 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 Healthy Mind?

A Healthy Mind prototype was tested and evaluated throughout 2018 and involved input from people with ID, carers, support workers, allied health professionals, and mental health clinicians.

Results are published online by JMIR Publications:

[Feasibility and Acceptability of a Mental Health Website for Adults with an Intellectual Disability: Qualitative Evaluation](#)

4.2 Were people from the target audience involved in developing Healthy Mind?

People from the target audience have been involved in the development of Healthy Mind and will continue to inform the continuous safety, quality and relevance of the program. Participatory design and user experience research were used in development of the website. This involved focus groups and user testing groups with people with lived experience of ID, supporters, carers and health professionals.

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

Healthy Mind learning activities can be completed at a speed that is comfortable to the person but generally take around ten to fifteen minutes to complete in full. Learning activities can be accessed in any order depending on the person's needs and interests.

All learning activities are structured with the same format and are broken down into three parts:

1. Learn about it
2. Watch it
3. Do it

These parts can be completed Individually and or accessed in any order. The duration to complete each part ranges from around two to five minutes.

4.4 Does Healthy Mind fit in with other health services?

Healthy Mind can:

- Provide education and support when face-to-face therapy is not available or accessible.
- Can be used in conjunction with face-to-face therapy providing a supplementary level of support.

Healthy Mind and support from a health professional

While Healthy Mind has been designed and tested as a self-guided 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 Healthy Mind into their practice:

- Familiarise yourself with Healthy Mind so that you know the key program features and how the program works.
- Refer suitable patients to Healthy Mind either by emailing them a link to the program or providing them with a printed [Healthy Mind brochure](#).
- Show your patients what Healthy Mind looks like on your desktop computer, tablet or mobile phone.

- Follow up with your patients about their use of Healthy Mind. Ask about any difficulties they are having and/or gains being made.
- In addition to referring suitable patients 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.

Healthy Mind and myCompass

myCompass is Black Dog's flagship online mental health tool for adults with mild to moderate mental health issues. myCompass has been validated via an RCT and when used correctly has been found to effectively reduce symptoms. Healthy Mind was based on the successful elements of myCompass the five learning activities within the program being adapted from existing and tested myCompass learning activities.

4.5 What do other users think of Healthy Mind?

The following are a sample of quotes and testimonials collected via a feasibility and acceptability research trial conducting in 2018.

- "[Healthy Mind] it helps me to think things and learn more about mental health." – ***Lived experience expert***
- "I like to learn it"; "I would love to listen with the voice again. Listen to the things again so I can gain more, so I can learn more." – ***Lived experience expert***
- "I really liked it that it was very largely in easy read form"; "I found that I was able to read the format easy because it had the pictures to explain." ***Lived experience expert***
- "whether it was because it [Healthy Mind] took a lot of concentration or because it was doing its job incredibly well, there was a level of relaxation that fell over everyone and it was very quiet... I feel like it just had a very calming effect on people." – ***Manager – Fighting Chance***
- "this [Healthy Mind] is a great way for a conversation around mental health to be facilitated" – ***Allied Health Professional***
- "[Healthy Mind] 'is a safe space to address the possible mental health concern without judgement" – ***Allied Health Professional***
- "[Healthy Mind] will help with things that I don't have time to do myself because I don't have the capacity; it wouldn't replace but it's a supplement." – ***Psychiatrist***
- "I think that could be filling a nice gap for people who maybe don't have too much experience working with clients on some of those counselling strategies." – ***Allied Health Professional***

5. How is Healthy Mind funded and what is the business model?

5.1 Who is offering Healthy Mind?

Black Dog Institute is offering this service.

5.2 What Black Dog Institute's business model?

Black Dog Institute is an independent 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 Healthy Mind?

Several leading health professionals were involved in the design, development and testing of the Healthy Mind program. They include:

- Anita Gardiner – BA (Psych), PGDip (Psych), MSocHlth (Psych), MRes (Psych)
- Dr Peter Baldwin – B.Psych. (Hons), M.Psych. (Clinical), Ph.D (Clinical Psychology)

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 initial development and testing of the Healthy Mind prototype was made possible with funding from the NSW Ministry of Health.
- The enhanced, publicly available version of Healthy Mind has been made possible with funding from the Australian Government Department of Health.

5.5 How does Healthy Mind make money?

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

6. Disclaimer and limitation of liability

Healthy Mind 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 Healthy Mind. To the full extent permissible by applicable law, the administrators of Healthy Mind 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 Healthy Mind 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 Healthy Mind users expressly agree that they use Healthy Mind solely at their own risk.

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

8. Quality of Information

Any errors within Healthy Mind 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 Healthy Mind at any time without notice.

9. External links

Links to external websites within Healthy Mind 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 Healthy Mind?

Get in touch with the Healthy Mind 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>

Healthy Mind, manufactured by:



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