



## Product Information for Digital Mental Health Services

**Name of digital mental health service:** Power to Change - Gambling

**Name of Service Provider:** Helm

**Date of last service update:** 17 February 2025

**Date this form was completed:** 26 February 2025

### 1. Is this service for me?

The Power to Change Gambling program is a structured 6-hour individual program designed to support individuals who present with concerns about their gambling behaviour and who require a low to moderate level of treatment.

The main objective of the Power to Change Gambling program is to assist clients in making changes to their problematic gambling behaviour, including ceasing the behaviour or reducing the frequency of time spent gambling and/or expenditure. The program is designed for people who are ready for change or who have already begun the process of change and would benefit from support to develop skills and strategies for working towards their behaviour change goals. Program content focuses on psychoeducation, skill-building and collaborative goal setting, cognitive-behavioural, and solution-focused approaches.

The Power to Change Gambling program combines the use of a digital platform housing program resources, with counsellor led program sessions that can be face to face or delivered remotely via telehealth. Clients access program materials through Tacklit, a digital and interactive platform that is accessible anytime, anywhere via smartphone, laptop, tablet or desktop.

The service costs \$300 for six sessions.

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

Whilst we cannot guarantee that the service will benefit everyone who accesses it, the Power to Change Gambling program is underpinned by contemporary evidence about best practice approaches to working with people who report problematic gambling concerns. The program is delivered by suitably qualified professionals and digital resources and self-guided programs are also underpinned by contemporary evidence and best practice.



### **3. Could this service do me harm?**

While due professional care is taken with all aspects of service delivery, the Helm service 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.

### **4. Should I trust this service?**

An innovative service, Helm is the brainchild of professionals with over 30 years experience helping men tackle issues causing distress and disruption. We know what works, and we know how to develop effective behavioural health plans designed for individuals and their unique situations.

Helm offers counselling and other support services that can be accessed quickly, online, in-person or over-the-phone. Our programs are led by a team of qualified counsellors, coaches and psychologists who are available six days a week at a time that suits you.

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.

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

The Power to Change Gambling program is designed to be easily accessible to individuals wanting to address problematic gambling behaviour. Through the Power to Change web page, clients register and pay for the program upfront. Clients are then provided access to the platform to create a unique login. This platform allows clients to complete program tasks such as pre-session preparation and brief assessments. For each session of the program, the digital platform allows clients to access a telehealth link to complete their appointment with their Power to Change counsellor (unless the face-to-face option is chosen for program sessions).

Helm is committed to monitoring the quality of services and regularly collects client outcome data and feedback on service delivery. Client insights are used to inform development and ongoing improvement of the Power to Change Gambling program.

Clients who wish to engage in further treatment services following completion of the six-session program are invited to explore their options for additional support with their Power to Change counsellor. This might include counselling services provided through the Helm service or referral to another service that meets the needs of the client. Following completion of the program, clients can access program resources for three months post completion.



## 6. 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, address 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.

## **7. 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.