Helm.

Product Information for Digital Mental Health Services

Name of digital mental health service: Helm – digital counselling

Name of Service Provider: Helm

Date of last service update: 13 February 2025

Date this form was completed: 18 June 2025

1. Is this service for me?

When certain behaviours start to disrupt our lives, the knock-on effects for our general health, wellbeing and relationships can be far-reaching.

You might find it hard to manage your emotions, use drugs to deal with how you're feeling, drink or gamble to excess. Life may be difficult to navigate at the moment and your usual ways of coping are hindering rather than helping. That's where Helm comes in.

Helm specialises in helping people with behavioural issues to get their life back on track, confidentially and without judgement.

Helm offers counselling and other support services that can be accessed quickly, online, in-person or over-the-phone. An innovative service, Helm is the brainchild of professionals with over 30 years experience helping people 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. 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.

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?

Helm service and programs are delivered by suitably qualified professionals and digital resources and self-guided programs are also underpinned by contemporary evidence and best practice.

The digital model of care allows our service and program to be widely available and not restricted by geographical location and busy life schedule.

4. 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.

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?

Our counselling and other support services can be accessed quickly, online, in-person or over-the-phone. Through the Helm 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 counsellor (unless the face-to-face option is chosen).

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 Helm service.

Helm.

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, address and contact details,
- billing information (e.g. payment rates and details, Medicare number 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

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.