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**headspace Digital Work and Study Service**

To be involved in the service, we do need you to agree with certain terms and conditions of the service, these are outlined below:

**Privacy and consent**

We keep notes and record important information including, your contact details, education and work history, vocational assessments and plans, case notes, reviews, and mental health information. This information is stored in a secure encrypted web based application only available from our network.

We store this information for two purposes, one purpose is to provide you with the best, most appropriate service you have requested to receive, (Work and Study support, Digital Mentoring Services and/or Clinical Services) and the second is to assist in the evaluation of the Service.

Clinicians, Work and Study Specialists, and Mentoring Service Staff who work in both the headspace Work and Study Services and eheadspace clinical services, will have access to your information. This includes your emails and webchats with us. Staff within headspace Work and Study Services and eheadspace clinical services may also work together during the course of your support.This information is not shared with a third party without your consent.

However, there are some situations where we need to break confidentiality and that’s because we have a duty of care to make sure people are safe. If we are worried about you, or somebody else, we will attempt to let you know, and will have a conversation with you about what we might need to do (for example if we were worried about your safety or someone else’s, we might need to contact local services to see if you are safe).

Secondly, the funder and evaluator of this service, the Department of Employment, requires your consent for us to share and report on the information that you provide to us. There will be opportunities for you to opt out of providing certain information to the Department- particularly information that could identify you - but it is important to remember that all information that you provide will assist the evaluation process and will assist us in supporting you.

It is important to know that any personally identifiable clinical records will not be provided to the government.

**Follow up contact**

We need to let you know that we will be contacting you after you have gained work or study to see how you are going as well as for data and evaluation purposes. Of course, we will chat about the most appropriate way to get in contact with you (email, txt, phone) but it will be after 6- 12 months of our initial contact with you.

Please know that the federal government has strict privacy conditions, and are restricted by law as to how they can use your information. It is purely for evaluation purposes. Your information will be kept safe.

**Please note, that participating in this service does not replace your mutual obligation activities with your employment service provider.**

**Accessing/changing your personal details**

If you would like a copy of your notes or to change your personal details, please contact [dwssfeedback@headspace.org.au](mailto:dwssfeedback@headspace.org.au) and let us know. There will be a 48 hr turnaround for this during normal business hours.

**Complaint or Compliment Process**

Should you have any feedback inclusive of compliments, complaints and suggestions regarding the service please complete this form: <https://hsade.tod.net.au/incidents/new/8d4be2d86d43072298c7d2360b5970ef>