

## Is this service for me?

### What health conditions does this service offer help with?

moodgym is an interactive self-help program for preventing and coping with depression and anxiety. moodgym teaches self-help skills drawn from cognitive behaviour therapy.

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### Who is this service intended for?

Individuals aged 16 years or older who would like to prevent mental health problems or manage problems which are troubling but not incapacitating.

The moodgym [Terms of Use](#) require that users are aged 14 years or older, and that users from the USA are aged 18 years or older.

moodgym was originally designed as a prevention program for young people between 16 to 25 years of age. moodgym characters and scenarios reflect this initial design, so some of the examples may be more relevant to young people than to older age groups. However, the moodgym program has been found to be effective in reducing symptoms of depression in adults.

**The program is not appropriate for crisis help, and if your symptoms are distressing or limiting, we suggest that you seek advice from a GP, mental health professional, psychologist, or medical specialist.**

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### What kind of assistance does the service offer?

moodgym is like an interactive self-help book which helps you to learn and practise skills which can help to prevent and manage symptoms of depression and anxiety.

moodgym provides training in cognitive behaviour therapy (CBT) which is a recommended treatment for depression and anxiety disorders in the clinical practice guidelines published by Royal Australian and New Zealand College of Psychiatrists. Digital CBT or Internet-delivered CBT (iCBT) is also recognised in the guidelines, which make specific mention of the moodgym program.

**If your symptoms are distressing or limiting, we suggest that you seek the advice of a GP, mental health professional, psychologist, or medical specialist.**

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## How is this service delivered?

moodgym consists of five online interactive modules which are completed in order. As you progress through moodgym, you will be asked to answer questions about your feelings and thoughts and the program will provide feedback about your results. Many of the exercises are optional (although we encourage you to complete all of them!). However, some quizzes must be completed before you can progress through the program.

At the end of each module, a summary is available and can be printed out. You also have access to a workbook module where you'll find all the exercises and quizzes that you encounter throughout the program.

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## Are health professionals involved in delivering the service?

moodgym is a self-directed program and therefore health professionals are not directly involved in its delivery to service users. However, the program was developed by mental health experts and clinicians, and its delivery is overseen by experts including health professionals. In addition, clinical enquiries from service users are responded to by a clinical psychologist who will provide crisis support information and recommendations for other services.

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## When is the service available?

You can access the program at any time by logging in with your email address and password.

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## How much does the service cost? Is there any ongoing cost?

moodgym is free for use by all Australians and is also accessible internationally on a subscription basis.

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## How can I access the service?

To access moodgym you will need to register an account. If you have already registered an account, you can log into moodgym with your email address and password.

You will require internet access to access moodgym. The program includes text and pictures, and so you will require sufficient data for this. However, there are no videos, so the data usage for accessing this service is less than for streaming a video for example.

An up-to-date web browser software (a version that is maintained by its vendor) is needed to access moodgym.

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### Can I access the service anonymously?

You can access moodgym anonymously using an email address of your choice.

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### Does the service allow my carer, family member or support person to work with me to use the service?

moodgym consists of self-guided online modules, so who you wish to involve in your journey with our service is entirely under your own control.

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The [e-hub Health](#) website gives further information about the programs.

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

#### Is there any independent scientific evidence of benefit from using this service?

The information and strategies presented in moodgym program is based on the best available scientific evidence.

moodgym has been extensively evaluated in randomised controlled trials (RCTs) undertaken by research groups around the world.

Research trials have been undertaken in a range of settings (e.g., schools, universities, Lifeline, NHS Choices online); across the mental health care spectrum (from prevention to treatment); with different age groups (adults, adolescents); with a range of population groups (e.g. students, primary care patients, community users); in different countries; and with and without guidance.

More information about this evaluation evidence (including references) is available at the [e-hub Health](#) website.

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### Is the service endorsed by a government or professional body?

The ongoing delivery of moodgym is funded by the Australian Commonwealth Department of Health.

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### Could this service do me harm?

#### Are there any precautions or safety warnings related to this service?

moodgym makes every effort to avoid triggering topics or language that may affect the mental state of a service user whilst using the program.

If your symptoms are distressing or limiting, we suggest that you seek the advice of a GP, mental health professional, psychologist, or medical specialist to check out your mental health status.

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#### Has anyone reported concerns or adverse health events after using this service?

No adverse events have been reported after use of moodgym.

We encourage service users to share any complaints or feedback via email to the [moodgym support team](#), through the feedback form within the moodgym service, or through the [e-hub Health](#) website.

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### Should I trust this service?

#### What is the business model for the service provider?

moodgym was originally developed and evaluated over 15 years by researchers at the Australian National University (ANU). The principal authors of the content were Professors Helen Christensen and Kathy Griffiths.

The development and delivery of moodgym is now undertaken by e-hub Health. e-hub Health is an ANU spin-off company managed by the senior members of the original team and part of the Dialogue Group of Companies. Dialogue and e-hub Health are fully committed to ongoing delivery of e-hub Health's programs to the Australian community.

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### How does the service make money?

The ongoing delivery of moodgym is funded by the Australian Commonwealth Department of Health. This means that moodgym is free for use by all Australians. Internationally, users can access moodgym on a subscription basis.

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

#### Is there any independent research on how easy it is to use this service?

The moodgym program has been extensively evaluated in randomised controlled trials (RCTs) conducted by the ANU, collaborating institutions, and independent researchers.

A recent meta-analysis of 12 studies found that moodgym is effective at reducing depression and anxiety symptoms in adult populations, with some evidence suggesting that it is also effective at reducing general psychological distress.

Studies have also reported moodgym to be effective in reducing hazardous alcohol use, reducing suicide risk in high-risk populations, and in improving wellbeing and quality of life in users.

User satisfaction of moodgym is high, and evaluation studies suggest that moodgym is a viable option for those who cannot access face-to-face therapy, and for those waiting for traditional services.

More information about this evaluation evidence (including references) is available at the [e-hub Health](#) website.

e-hub Health welcomes independent research on the use of moodgym with specific population groups or settings. We encourage researchers to contact the [moodgym support team](#) to discuss the requirements of your research.

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#### How much time will it take me to use this service as suggested?

You can access moodgym at any time and at your own pace. You will need to work through the modules in order and will need to complete some quizzes in each

module in order to continue. Each module takes around 20-40 minutes to complete.

Some users enjoy the structured learning environment of moodgym and the rapid introduction of cognitive self-help strategies. Other users may prefer to freely choose between different types of self-help skills and between modules designed for a wider range of specific symptoms. For these users, the e-couch program ([ecouch.com.au](#)) may be more suitable.

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#### How long will it take to get results from using this service?

Within moodgym there is a content summary at the end of each module and feedback about your score on each symptom quiz. Within the workbook you can also complete symptom quizzes and track your symptom score progress over time.

The length of time before experiencing results varies between service users and depends on a range of factors, including your capacity to implement the strategies which are taught into your everyday life.

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#### Were people with lived experience involved in developing the service?

Yes. Several individuals with lived experience were involved in the development of moodgym. e-hub Health has an allocated lived experience role within the organisation, who herself is a service user and speaks publicly about her journey with depression and anxiety.

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#### What do other users think of this service?

Service users are encouraged to share their experience, level of satisfaction and their outcomes from using moodgym via email to the [moodgym support team](#), through the feedback form within the moodgym service, or through the [e-hub Health](#) website..

Recently collected feedback data shows that 89% of moodgym users who completed a feedback form reported that moodgym provided them with new skills, 87% agreed that moodgym provided them with useful information and 85% indicated that they enjoyed visiting moodgym.

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## Will this service link with other health services?

moodgym does not link with other health services. Crisis support and emergency help information is made available throughout the service.

Health professionals may choose to support someone using moodgym alongside other treatments, however clinicians are unable to access service user information or data. More information is available through the [e-hub Health](#) website.

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## Who will have access to my personal data?

### What information does the service collect about me?

In general, the personal information we collect and hold relating to the moodgym program may include:

- age group, gender;
  - whether you are of Aboriginal and/or Torres Strait Islander origin, whether you were referred by a health professional, whether you are in a rural area;
  - email address, password nominated by you, answers to secret questions nominated by you;
  - the information you submit when using the moodgym program (including quizzes, workbooks and diaries); and
  - information about your usage of the moodgym program by using transient cookies, including your browser's internet address; the date and time of your visit to the site; the pages you've accessed; the type of browser you are using; the last viewed date; and the time of your visit; and
  - details about your subscription excluding credit card details (if access via subscription purchase).
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### Who owns that data?

You always maintain ownership over any personal data you share with us.

e-hub Health owns the copyright and other intellectual property rights in the content of the service or has the right to use it in this context.

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## Who is that information shared with and why?

We may disclose your personal information:

- where we are required to do so by law;
- with your prior written consent;
- where your access to the website has been made available by a research organisation that is conducting a research trial, to this research institution;
- to staff from Dialogue Health Technologies in Canada who are seconded to e-hub Health to assist us in providing our services; and
- to our Service Providers that enable our platform to provide the services to you such as, backup and servers hosting solution providers, data security, data analytics providers and/ or software and IT maintenance providers, service providers who assist with the authentication of individuals and payment processing.

In addition, we may release your personal information (1) in response to a court order, search warrant, subpoena or other legal action, (2) to protect persons or property or to defend or assert legal rights or (3) in connection with a transaction or proceeding resulting in the transfer of e-hub Health assets or an e-hub Health business operation that includes or uses such information.

For international service users who are provided with access to moodgym by their employer, we may disclose information to that employer or other entity that provided access, but only in the form of aggregated reports for user analysis (which include no identifying information).

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### Where is information about me stored?

moodgym is hosted on servers located within Australia, and data, including any personal information, is stored on these servers located in Australia. The servers are provided by an Infrastructure as a Service (IaaS) provider, and the servers and program software are managed by e-hub Health and Dialogue Health Technologies, e-hub Health's parent company who have a corporate headquarter in Canada. Dialogue Health Technologies assists us in providing our services.

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### Why does the service ask if I am of Aboriginal and/or Torres Strait Islander origin?

This information is collected so that e-hub Health can monitor trends in access and outcomes for Aboriginal and Torres Strait Islander users of the e-couch service, and to inform improvement strategies for culturally safe digital mental health care.

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### Can I easily share my information and results if I want to?

You can print out copies of symptom surveys and responses to exercises and workbooks to discuss with your support people, family members or health professionals.

You can also download a copy of the data that you input into the moodgym program through the 'My account' page within the service.

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### Can I save the personal information I enter on my device without it being shared with the provider?

moodgym allows you to enter and store personal information on a voluntary basis. The moodgym service is designed to allow access only to the person who entered the information using Login Access as described in the [Terms of Use](#).

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### Can I review and/or delete data that has been collected about me?

Subject to the exceptions set out in the Australian Privacy Act, you may seek access to, correction of and deletion of the personal information which we hold about you by contacting us at [privacy@ehubhealth.com](mailto:privacy@ehubhealth.com). We will require you to verify your identity and to specify what information you require. If a fee is charged for providing access, you will be advised of the likely cost in advance.

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### Does the service have a data-sharing (privacy) policy?

Please see our [Privacy Statement](#) for detailed information.

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### What security measures are in place to protect my personal information?

e-hub Health takes the storage of data very seriously. Any information collected from service users is stored in a secure and professionally managed environment, and we take active steps to ensure the ongoing security of that data.

For full information about privacy and security, please read the moodgym [Terms of Use](#) and [Privacy Statement](#).

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## Who can I contact with questions or concerns about this service?

### How can I contact the service provider?

For service user support and further information about the moodgym program, please email the moodgym support team at [moodgym@ehubhealth.com](mailto:moodgym@ehubhealth.com).

For concerns about service user privacy please email us at [privacy@ehubhealth.com](mailto:privacy@ehubhealth.com).

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### Where can I go if I have concerns about this service?

- For privacy/security issues contact the Office of the Australian Information Commissioner (OAIC) [www.oaic.gov.au/privacy/privacy-complaints/](http://www.oaic.gov.au/privacy/privacy-complaints/)
  - For complaints against a health service contact your state or territory health complaints organisation [www.ahpra.gov.au/notifications/further-information/health-complaints-organisations.aspx](http://www.ahpra.gov.au/notifications/further-information/health-complaints-organisations.aspx)
  - For complaints against an individual registered health professional contact the Australian Health Practitioners Regulatory Authority (AHPRA) [www.ahpra.gov.au/Notifications/Raise-a-concern.aspx](http://www.ahpra.gov.au/Notifications/Raise-a-concern.aspx)
  - For complaints about misleading claims contact Australian Competition and Consumer Commission (ACCC) [www.accc.gov.au/consumers/complaints-problems/make-a-consumer-complaint](http://www.accc.gov.au/consumers/complaints-problems/make-a-consumer-complaint)
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