

# Product Information for MindStep

**Name of service provider:** MindStep by Remedy Healthcare

**Date of last service update:** 28 October 2024

**Date this form was completed:** 28 October 2024

## Is this service right for me?

MindStep offers support tailored for individuals aged 18 and over who are experiencing mild to moderate symptoms of depression or anxiety. It's designed to help those who may feel stressed or overwhelmed by daily challenges, whether it's work, family, relationships, or financial pressures. We focus on supporting you with:

- Anxiety, stress, and worry
- Depression and low mood
- Single-event PTSD
- Perinatal mental health concerns
- Chronic pain management
- Low motivation and behavioural activation

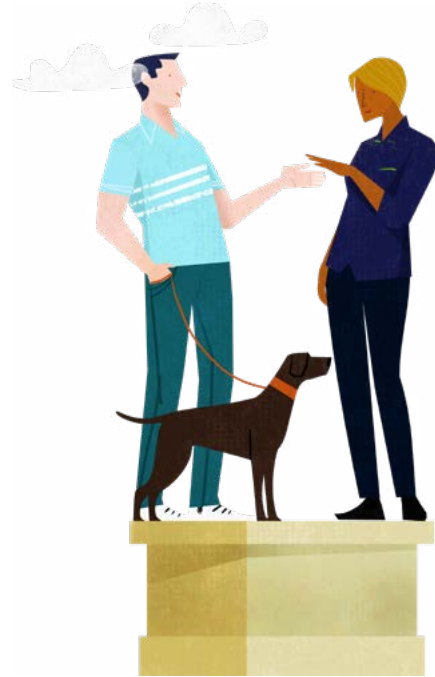
Based on a proven UK national mental health service and adapted for Australian lifestyles, MindStep uses low-intensity Cognitive Behavioural Therapy (CBT) methods. CBT includes techniques such as behavioural activation, graded exposure, and relapse prevention.

If you're already seeing a psychologist—that's ok—MindStep is designed to be used on its own or alongside existing psychological care.

Our trained and clinically supervised coaches work one-on-one with you, delivering guidance that meets your unique needs, all from the comfort of your own home via phone.

MindStep is available during standard business hours, Monday to Friday, 9:00 am to 5:00 pm. While the service is not anonymous, it is confidential. Where covered by our participating partners, including some private health insurers, it is also free of charge.

A GP referral is not necessary—simply call 1800 322 278 or email [mindstep@remedyhealthcare.com.au](mailto:mindstep@remedyhealthcare.com.au) to begin.



## How will this service help me?

MindStep's effectiveness is well-proven. Over half of participants (55%) experience full recovery from their mental health condition, and 76% see significant improvements in their symptoms.<sup>1</sup>

Our approach aligns with evidence-based guidelines for treating depression and anxiety. Regular mental health assessments (PHQ-9 and GAD-7) are in place to ensure the highest standard of care.

With your consent, we'll keep your GP and care team updated on your progress throughout your journey with MindStep.

## Is there any risk in using this service?

MindStep is specifically designed for early support and is tailored to address mild to moderate symptoms. It is not intended for those with more severe mental health conditions such as complex PTSD, active suicidal thoughts, or psychosis.

Our coaches are trained to identify when you may need more intensive support, and we'll guide you to the right resources if that need arises.

1. Flinders Human Behaviour and Health Research Unit. Remedy Healthcare IAPT service pilot program (the MindStep Service): evaluation report. September 2016.

### Why should I trust this service?

MindStep is a Remedy Healthcare initiative, built on international models proven to enhance mental health outcomes. Our coaches, supervised by qualified clinicians, bring empathy and real-life understanding to their work—many of them have personal experience with mental health challenges. We prioritise your privacy, with confidentiality and safety measures in place to ensure your comfort and security.

### Is it easy to use? Will I want to keep using it?

MindStep is designed to be straightforward and accessible, delivered via phone so that you can join from your own home at a convenient time. You'll have access to up to seven sessions, either weekly or fortnightly, with follow-up check-ins at one, three, and six months after completing the program to track your long-term progress.

Participants often find improvements after just a session or two, and we receive consistently positive feedback on the experience.

### How is my personal data managed?

MindStep securely stores customer information, including your contact details, appointment history, mental health assessments, and treatment plans. With your permission, we can share updates with your GP, referring clinician, or other healthcare providers.

If at any point we believe there is a serious risk to yourself or others, we may be required to share information with emergency and/or health services to ensure everyone's safety, in line with our duty of care.

You also have the right to request access to your information, which is managed according to Remedy Healthcare's Privacy Policy.

### Data Usage

There are no specific data requirements to use this service – you only need a phone.

### How can I get in touch with questions or concerns?

For any questions about the MindStep program, call us on 1800 322 278 or email [mindstep@remedyhealthcare.com.au](mailto:mindstep@remedyhealthcare.com.au).

For privacy or security concerns, please see the Remedy Healthcare Privacy Policy on our website.

If you'd like to give feedback or raise a complaint, you can refer to the Remedy Healthcare Complaint Fact Sheet, which includes contact information for relevant state and territory health services as well as the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).

This document is based on the Australian Commission on Safety and Quality in Health Care's Product Information Template for digital mental health services. You can find more information on the NSQDMH Standards at: [www.safetyandquality.gov.au/dmhs](http://www.safetyandquality.gov.au/dmhs)

