



Medicare Mental Health Check In Privacy Policy (short PDF version)

1 Privacy Policy

St Vincent's Health Australia Ltd (SVHA) runs the Medicare Mental Health Check In (MMHCI) Service and Website. The Service is funded by the Australian Government Department of Health, Disability and Ageing (the Department) and is for people living in Australia. This policy explains how we collect, use, store and share your personal information (including health information) and how to contact us.

- You can use General Content on the Website without an account. You cannot request a Phone Intake Assessment or use Self-Guided Support or Guided Support anonymously, as we need your details for safety and clinical reasons. However, you can tell us a preferred name, which can be a pseudonym.
- When you use the Website, we may collect technical data (like IP address, pages visited and browser type). We use cookies and analytics to help the Website work and to improve it. You can change cookie settings in your browser (some features may not work if cookies are blocked).
- **What "personal information" means:** In this policy, "personal information" includes sensitive information and health information.
- We may update this policy from time to time. We will place a notice on the Website for at least 30 days. Last updated: 10 August 2026.

2 How we use your information

- To offer a Phone Intake Assessment to help seekers aged 18 years and over (note that practitioners may be shadowed by senior practitioners);
- To offer Self-Guided Support and Guided Support, to run and improve the Service and Website;
- To contact you when needed (for example, registration, reminders or safety check-ins);
- To reply to questions and complaints;
- To meet our obligations under our contract with the Department;
- To keep the Service safe and secure (including preventing misuse);
- To run our business lawfully (including quality checks, audits, training, accreditation and legal compliance); and
- As required by law.

3 Messages, consent and opting out

- (a) **Service messages:** If you give us contact details, we may send messages needed to provide the Service safely (for example, registration details, reminders and check-ins). You cannot opt out.
- (b) **Phone Intake Assessment:** With your consent, we may conduct a Phone Intake Assessment if help seekers aged 18 and over have requested a call back from the Service.
- **Optional evaluation/research:** With your consent, we may invite you to take part in evaluation or research. If a third party runs it for the Department, their privacy practices apply. If you agree, we may share information with.
- **Newsletters/updates:** We only send these if you opt in. You can opt out at any time.
- **Withdrawing consent:** You can withdraw consent by contacting us. We will stop future sharing, but we may not be able to delete information already shared with third parties (for example, information already included in research datasets).
- **If you stop using the Service:** We may keep and use your information if the law (or our contract) requires it, including to prevent a serious threat to life, health or safety (you and the public).

4 Who we may share your information with

- **People who help us run the Service:** service providers and professional advisers.

- **Your care:** health professionals involved in your care (including the provider who referred you), and a carer/family member you choose to involve.
- **With your permission:** anyone you authorise us to share with (including services we refer you to and third parties involved in evaluation/research if you consent to it).
- **Safety:** crisis or emergency services (with your consent, or if needed to prevent a serious threat to life, health or safety, or public health or safety).
- **Legal requirements:** where the law allows or requires.
- **The Department (funding body):** Under our contract, we may need to share information with the Department or others for complaints handling (usually with your consent while we operate the Service), reporting/audits, and the Department exercising its contract rights (including directions or stepping in). If our contract ends, we may transfer information to the Department (or its nominee) so the Service can continue (and may keep copies where allowed). The Department may also use information for contract management, compliance checks, evaluation and approved research using de-identified data sets.
- **De-identified data:** We or the Department may remove details that identify you and then use/share the data for improvement, quality checks, evaluation, research and training.
- **Overseas:** We store information in Australia and do not usually share it overseas.

5 How we store and protect your information

- We mainly store information electronically (and sometimes temporarily in paper form).
- We take reasonable steps to protect information (for example, access controls, encryption, secure storage, staff training, and contracts with service providers).
- No online system is 100% secure. You can help by closing your browser after use, being careful on public computers, and keeping your username and password private.
- We keep and archive information as required for legal, clinical and operational reasons.
- We store personal information gathered as part of the Phone Intake Assessment on the Primary Mental Health Care Information System (**PMHCIS**). PMHCIS is a secure, web based application designed to streamline clinical workflows by managing referrals, help seeker intake and assessments and reporting. PMHCIS is externally managed by North Western Melbourne Primary Health Network – please see their [Privacy Policy](#) for further details.

6 Third Party Resources

The Website may link to third-party websites, apps or services. We do not control them and are not responsible for their privacy practices. Please read their terms and privacy policies.

7 Accessing and correcting your personal information

- **Access:** You can ask for access to the personal information we hold about you. We will ask you to prove your identity. We respond within a reasonable time. We can refuse access in limited cases allowed by law, and we will explain why and how to complain.
- **Correction:** You can ask us to correct information if it is inaccurate, out of date, incomplete, irrelevant or misleading. If we refuse, we will explain why and how to complain. If we have shared the information with another organisation and we correct it, you can ask us to notify them.

8 How to contact us (including if you have a complaint)

Contact us (questions, access/correction requests or complaints):

- (a) by email to: privacyofficer@medicarementalhealthcheckin.gov.au
- (b) by post to:
 - Group General Manager Public Affairs & General Counsel
 - St Vincent's Health Australia
 - Level 22, 100 William Street
 - WOOLLOOMOOLOO NSW 2011
- (c) by telephone on (02) 9367 1100.

Privacy complaints: Please send your complaint in writing to the email or postal address above. We aim to respond within a reasonable time (usually 30 days). If you are not satisfied, you can complain to the Office of the Australian Information Commissioner (OAIC) (see www.oaic.gov.au).