

Product Information for Digital Mental Health Services

Name of digital mental health service: KickStart Digital G24 and IP8 Programs

Name of Service Provider: Caraniche

Date of last service update: 13 February 2025

Date this form was completed: 6 May 2025

1. Is this service for me?

KickStart Digital Programs are designed to support individuals on community-based orders who have a history of problematic substance use and are seeking a structured, evidence-based approach to address both substance use and offending behaviours.

KickStart Digital may be a great fit for you if you need flexibility in how you engage with treatment, as it integrates online tools and resources to support your treatment journey. It is powered by the Tacklit platform, which provides secure access to program materials, exercises, and interactive content to enhance your experience. Additional digital materials are available to help reinforce learning, encourage self-reflection, and support engagement between sessions.

Clients are allocated to either the group-based or individual version of the program. This decision is based on factors that may impact your ability to participate effectively in a group setting. If allocated to the group program (G24), you will engage in structured group sessions designed to encourage peer support and shared learning. The group format focuses on interactive discussions, skill-building exercises, and peer accountability. Digital resources are provided to supplement learning and engagement between sessions.

The individual program (IP8) follows the same core structure and objectives as the group program but is delivered in one-on-one counselling sessions with a facilitator. Reasons for placement in the individual program may include high levels of social anxiety, safety concerns (for yourself or others), cognitive or literacy limitations, or cultural considerations that affect group participation. Your facilitator will tailor the program content to address any specific needs or responsivity factors that contributed to your placement in the individual program. Digital resources will still play a role in enhancing your learning experience, with materials provided to reinforce key concepts.

The digital model of the G24 program offers flexibility and enhanced engagement, making it easier to stay involved. If attending every session in person is challenging, the remote access to program materials allows you to engage with content from anywhere. If you have a history of substance use and offending and are on a community-based order, this program is designed to help you work toward behaviour change and recovery.

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?

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?

KickStart Digital helps address substance use and offending behaviour, giving you strategies to break the cycle. Through structured sessions, you will gain practical tools to reduce reoffending and manage substance use. The program follows an evidence-based, 8-session format focused on building awareness, developing coping skills, and setting goals.

KickStart Digital can help you improve decision-making, manage stress, and develop healthier coping mechanisms, benefiting other areas of life, such as relationships and employment. The program is not about judgment but about equipping you with practical tools for lasting change.

Whilst we cannot guarantee that the program will benefit every individual, if you engage with the program and apply what you learn, it can be a valuable step toward reducing substance use, avoiding further offending, and improving your future.

4. Could this service do me harm?

KickStart Digital is designed to support positive change, but like any treatment, it requires engagement and openness to be effective. Some participants may find discussions about substance use and offending challenging or uncomfortable, especially when exploring past behaviours or personal struggles. In the group program, hearing others' experiences may be difficult, and in the individual program, self-reflection can be challenging. However, facilitators are trained to provide a safe, supportive environment and adjust the approach to meet individual needs. If any aspect of the program feels overwhelming, facilitators can help address concerns to ensure the experience remains constructive and beneficial.

The program is delivered in a safe and trauma-informed manner; facilitators are clear about what will be required of clients who participate, and further access to supports will be provided in the unlikely event of harm or distress.

5. Should I trust this service?

Caraniche has been delivering innovative psychological and behavioural health services for over 30 years.

We work with government departments, community agencies, private organisations and individuals around the country to deliver positive outcomes, across all aspects of mental and behavioural health.

In March 2023, we became part of the 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 Caraniche has also now become 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?

KickStart Digital is structured to be accessible and user-friendly, whether you are in the group (G24) or individual (IP8) format. Sessions follow a clear structure, and the Tacklit platform provides easy access to digital resources, exercises, and support materials to reinforce learning. While some aspects may be challenging—such as discussing difficult topics or staying engaged outside of sessions—facilitators are there to guide you and adapt the approach to your needs. Your likelihood of continuing depends on your commitment and willingness to engage, but the program is designed to be practical, supportive, and relevant to your situation, making it easier to stay involved and benefit from it.

KickStart Digital will undergo regular evaluations to ensure it remains effective, evidence-based, and responsive to participants' needs. These evaluations assess both program delivery and participant outcomes, helping facilitators refine their approach and maintain high-quality support. Feedback from participants is also used to identify areas for improvement, ensuring the program continues to meet the needs of those it serves.

A recent pilot evaluation has shown positive results, including reductions in psychological distress and the use of alcohol and other drugs among participants. These findings highlight the program's ability to support meaningful change, reinforcing its role in helping individuals develop healthier coping strategies and reduce reoffending risks. By engaging with the program and using the tools provided, you can benefit from the same outcomes that others have experienced.

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 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.

Initial information (for suitability assessment and booking purposes) will be supplied by referring agency, ACSO, and Community Corrections where necessary. Once engaged, 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.



Caraniche acknowledges members and Elders of the Aboriginal and Torres Strait Islander communities, their living culture and their unique role in the life of the region. The history of dispossession from their lands and waters, disconnection from culture and impacts of intergenerational trauma have caused great harm. We also recognise the strength, resilience, and courage of Aboriginal and Torres Strait Islander peoples and our vision for reconciliation is one where we work side by side with First Nations agencies and communities in collaboration and partnership to support healing.

