

Name of digital mental health service: One-on-One Support (Parents Coaching)

Name of service provider: ReachOut Australia

Date this form was completed: 21/05/2026

1. Is this service for me?

1.1 What health conditions does this service offer help with?

One-on-One Support is for parents and carers of teens aged 12–18 who are supporting their young person with issues including:

- Anxiety and depression
- School refusal
- Gender and identity
- Self harm
- Communication problem
- Alcohol and drug use
- Aggressive behaviour
- Bullying

One-on-One Support is a non-clinical service and does not offer assessment or treatment services.

1.2 Who is the service intended for?

One-on-One Support is for parents and carers of teens aged 12–18 who are supporting their young person through a tough time.

1.3 What kind of assistance does the service offer?

One-on-One Support helps parents and carers of teens build skills and confidence through telehealth and phone coaching sessions with skilled parenting professionals. Our team will work with you to identify effective parenting tools and strategies to suit your child's particular needs and your unique family situation. You will be supported to:

- clarify your goals
- find solutions
- make a plan to move forward
- put your plan into practice.

1.4 How is the service delivered?

One-on-One is delivered via video conferencing.

1.5 Are health professionals involved in delivering the service?

All One-on-One Support coaches are degree-qualified with experience in coaching, counselling and social work. All of our coaches use the same

approach, with a shared purpose of supporting parents and carers to clarify their goals and work towards developing solutions for the future.

1.6 When is the service available?

Sessions are available 9 am–5 pm, Monday to Friday

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

One-on-One Support is completely free! This includes all four sessions.

1.8 How can I access the service?

You can sign up by [booking your first session](#). You'll then be redirected to our secure booking platform, powered by Upvio, to choose your session date and time.

During booking, you'll be asked to provide some information about yourself, your teen and your family situation. We ask these questions to help your coach prepare for your sessions. The booking process should take around 10 minutes.

1.9 Can I access the service anonymously?

No, One-on-One Support is funded by the Australian Government's Department of Social Services (DSS).

As part of this funding, we are required to supply the following data about participants to the DSS:

- name
- date of birth
- gender
- suburb
- state
- postcode
- country of birth
- main language spoken at home
- if you identify as Aboriginal or Torres Strait Islander
- if you are a person with disability.

This information is used to report on participant demographics and the effectiveness of the program.

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

The service is structured for individual parents or carers, couples, or co-parenting/carers pairs (two people maximum).

2. Will I benefit if I use this service?**2.1 Is there any independent scientific evidence of benefit from using this service?**

One-on-One support uses the evidence-based Grow Coaching Model to support parents and carers to set goals, problem solve and make lasting change.

Parents who have used One-on-One Support report feeling more confident, encouraged and supported around their parenting goals and experiences.

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

One-on-One Support is funded by the Australian Government's Department of Social Services (DSS). ReachOut is accredited to the National Safety and Quality Digital Mental Health Standards.

3. Could this service do me harm?

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

ReachOut prioritises safety when designing and delivering our services. One-on-One Support is not intended to be a crisis service, and is not intended to replace assessment or treatment with a health professional.

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

We aren't aware of any adverse effects of using One-on-One Support.

4. Should I trust this service?

4.1 What is the business model for the service provider?

ReachOut is a registered not for profit organisation.

4.2 How does the service make money?

One-on-One Support is funded by the Australian Government Department of Social Services. We receive additional support from corporate partnerships, community, and philanthropic donations.

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

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

ReachOut services are designed with accessibility in mind. You can sign up to One-on-One Support by [booking your first session](#). You'll then be redirected to our secure booking platform, powered by Upvio, to choose your session date and time. If you encounter any technical issues, you can contact your coach to let them know you're running late by responding to their confirmation email or emailing us at coaching@reachout.com.

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

Your first session will run for 90 minutes. Subsequent sessions run for one hour.

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

One-on-One Support consists of four free sessions, each one building on the last. You can opt out at any time. Parents who have used One-on-One

Support report feeling more confident, encouraged and supported around their parenting goals and experiences.

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

The service design of One-on-One Support was informed by parent user research.

5.5 What do other users think of this service?

Parents who have used One-on-One Support report feeling more confident, encouraged and supported around their parenting goals and experiences.

5.6 Will this service link with other health services?

If a parent or carer is looking for additional support, their coach will provide them with relevant resources and links to other services that may be suitable.

6. Who will have access to my personal data?

6.1 What information does the service collect about me?

One-on-One Support is funded by the Australian Government's Department of Social Services (DSS).

As part of this funding, we are required to supply the following data about participants to the DSS:

- name
- date of birth
- gender
- suburb
- state
- postcode
- country of birth
- main language spoken at home
- if you identify as Aboriginal or Torres Strait Islander
- if you are a person with disability.

6.2 Who owns that data?

ReachOut retains legal ownership, custody, and stewardship of all digital data records. However, the user retains statutory rights to access the information held on file under the Privacy Act 1988 (Cth).

6.3 Who is that information shared with and why?

Your personal information will only be disclosed to third parties in accordance with our [Privacy Policy](#). There are certain circumstances where we are entitled to disclose Personal Information (including Sensitive Information) without your consent, including if we believe there is a serious and imminent threat to the life, health or safety of yourself or the public, for legally permitted law enforcement activities, or where otherwise required or authorised by or under law.

6.4 Where is information about me stored?

ReachOut will manage and share your personal information only as outlined here:

- Your personal information is managed by ReachOut in accordance with our [Privacy Policy](#).
- Your personal information is securely stored by our appointment management system, Upvio, in their secure database in accordance with their [Privacy Policy](#).
- Relevant data (as agreed to by you) is transferred from the ReachOut database to the DSS database through a secure file.

For more information about how the DSS manages your personal information, including information about how to access and correct personal information held on the DSS Data Exchange or to make privacy complaints, visit the [DSS website](#).

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

One-on-One Support does not provide assessment services. However, you are welcome to share any resources provided to you by ReachOut.

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

ReachOut only collects information you have shared with us. If you believe that the information we have is not up-to-date, complete or accurate, please send an email to privacy@reachout.com

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

ReachOut will only keep Personal Information (including Sensitive Information) for as long as it is needed for any purpose for which it was collected, or otherwise if it is part of a Commonwealth record or is required to be retained under Australian law or by a court or tribunal. We will take all reasonable steps to keep your Personal Information (including Sensitive Information) up-to-date and accurate. You have the right to request access to or correction of any information which relates to you, and we will take the appropriate steps to provide you with access to correct information we hold about you.

If you would like to access a copy of the Personal Information (including Sensitive Information) we hold about you, or believe that the information we have is not up-to-date, complete or accurate, please send an email to privacy@reachout.com

When you contact us, please include your email address and name and clearly describe your request or complaint. We will respond within a reasonable period. If we decline your request to access that information or to correct it, we will provide you with written notice setting out the reasons why your request has been refused and the mechanisms available to you to complain about the refusal.

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

ReachOut has a [privacy policy](#).

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

ReachOut has implemented a range of procedures to protect your Personal Information (including Sensitive Information) from modification, misuse, disclosure, loss and unauthorised access. This is done through our technology infrastructure, our internal risk management framework and security policies and procedures, and for all donations and communications through our website via a secure server.

It is important to remember that no internet transmission is ever completely secure or error-free, and the ReachOut Services may contain links or references to other websites to which this Privacy Policy might not apply. You should always read the privacy policy of every website you visit, especially when you provide Personal Information (including Sensitive Information) or make posts or other contributions to these sites.

We will comply with the notification and other requirements of the Act where your personal information held by us has been inadvertently lost or disclosed or improperly accessed, and that loss, disclosure or access may result in serious harm to you.

7. Who can I contact with questions or concerns about this service?**7.1 How can I contact the service provider?**

Details on how to contact ReachOut can be found on our [contact us](#) page.

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

To make a complaint please visit our [Complaints](#) page.

- For privacy/security issues contact the Office of the Australian Information Commissioner (OAIC) <https://www.oaic.gov.au/privacy/privacy-complaints/>

- For complaints against a health service contact your state or territory health complaints organisation

<https://www.ahpra.gov.au/notifications/further-information/health-complaintsorganisations.aspx> - - For complaints against an individual registered health professional contact the Australian Health Practitioners Regulatory Authority (AHPRA)

<https://www.ahpra.gov.au/Notifications/Raise-a-concern.aspx>

- For complaints about misleading claims, contact Australian Competition and Consumer Commission (ACCC)

<https://www.accc.gov.au/consumers/complaints-problems/make-a-consumer-complaint>