

## Is this service for me?

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

BluePages Depression Information offers evidence-based information about depression and information about how to seek help for depression in Australia.

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### Who is this service intended for?

Individuals aged 18 years or older who are looking for information about depression. However, the program may be accessed by any individual.

**The website does not provide 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?

BluePages provides information about what depression feels like and how it is diagnosed, treatments for depression based on scientific evidence, symptom quizzes and links to sources of help in Australia.

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### How is this service delivered?

BluePages is an information website which includes a range of resources. Resources are sorted into sections focussed on symptoms, treatments, help and resources, and prevention, to assist service users to navigate to relevant information. Online quizzes can also be completed within the symptoms section.

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### Are health professionals involved in delivering the service?

Health professionals are not directly involved in the delivery of BluePages to service users however mental health experts and clinicians were involved in the development of the content.

The BluePages website and directory is designed for information purposes only. The diagnosis and treatment of anxiety and depression require a physician or qualified mental health professional. The screening tests on this website are intended solely for the purpose of identifying anxiety and depressive symptoms and are not designed to provide a diagnosis.

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## When is the service available?

You can access BluePages Depression Information online at any time and no registration is required.

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

BluePages is free to access by all individuals worldwide.

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### How can I access the service?

An up-to-date web browser software (a version that is maintained by its vendor) is needed to access BluePages. You are not required to register.

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

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### Can I access the service anonymously?

Registration is not required to access the BluePages site and thus, service users are not identified.

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

BluePages is a self-guided information website, so who you wish to involve in your journey with our service is entirely under your own control.

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## Will I benefit if I use this service?

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

In a randomised controlled trial (RCT), the psychoeducation provided through BluePages was shown to be effective in reducing symptoms of depression.

Additionally, two subsequent RCTs have provided supporting evidence in favour of the effectiveness of BluePages when used in combination with the online cognitive behavioural program, [moodgym](#).

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 BluePages 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?

BluePages is a non-interactive information website, and therefore there is limited risk to service users. However, depression and anxiety information can be triggering to some service users, and 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 BluePages.

We encourage service users to share any complaints or feedback via the [BluePages Contact Us](#) form or through the [e-hub Health](#) website.

The [BluePages Contact Us](#) form can also be used to report broken links which can be a common risk to functionality and user experience on this service.

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### Should I trust this service?

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

BluePages was developed by researchers at the Australian National University (ANU) and is now delivered by e-hub Health.

e-hub Health is an ANU spin-off company managed by the senior members of the original team and is 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 BluePages is funded by the Australian Commonwealth Department of Health. BluePages does not receive funding or other benefits from advertising.

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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?

An independent research study (Scanlan et. al., 2017) found that young people who were referred to BluePages were significantly more likely to act on the advice provided in depression treatment ratings and recommend the website to friends and family, than those who were referred to a different depression information website.

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

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

You can access the BluePages Depression Information website at any time. It can be referred to whenever required and is not designed as a program that can be completed.

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

BluePages is an information website, designed to educate service users about depression. Results will vary from person to person.

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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 BluePages. 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 BluePages through the [BluePages Contact Us](#) form, or through the [e-hub Health](#) website.

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## Will this service link with other health services?

BluePages does not link with other health services.

BluePages provides service users with a directory which is designed for information purposes only. The BluePages team is not responsible for and does not necessarily endorse or recommend the practitioners and services listed here (see [Disclaimer](#)). Although we strive to keep the directory up to date, no guarantee is given about the relevance and accuracy of the directory listings provided.

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## Who will have access to my personal data?

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

The personal information we collect and hold in the course of administering the BluePages website may include name, email address, testimonials and feedback, all of which may be received through the [BluePages Contact Us](#) form.

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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;
  - to entities who assist us in providing our services (including hosting and data storage providers); and
  - to staff from Dialogue Group of Companies who are seconded to e-hub Health to assist us in providing our services.
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## Where is information about me stored?

Data, including any personal information, may not be stored on a server in the same jurisdiction as the user. We will generally collect personal information from you directly when you provide your details to us or from you indirectly through emails and forms. We might also obtain personal information from third parties in some instances which might include analysis of use of the BluePages website.

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

You can print out copies of the information that you find helpful to discuss with your support people, family members or health professionals.

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

BluePages is an informational website which does not require registration, and hence there is no service user data saved (except for messages sent through the [BluePages Contact Us](#) form).

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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 BluePages [Privacy Statement](#).

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

### How can I contact the service provider?

If you notice a broken link, incorrect telephone number or other problem with BluePages that needs fixing, or would like to provide feedback, please use the [BluePages Contact Us](#) form on the website.

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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