

Information for Call-back Clients

The Alcohol, Drug and Mental Health Support Service (**ADMHSS**) runs three telephone helplines – the Alcohol and Drug Support Line (**ADSL**), the Parent and Family Drug Support Line (**PFDSL**) and the Here For You Support Line (**1800here4u**). These are state-wide confidential helplines for anyone concerned about their own or another person's alcohol and other drug (AOD) use and/or mental health (MH) issues. ADMHSS staff can provide information, resources, brief intervention, solution-focused counselling, recovery orientated peer support and details of relevant services.

Call-back support:

If you think it would be useful, the service you are accessing can request that a counsellor from the most appropriate of the three **ADMHSS** phone lines can call you. To request this call-back option, you must complete the **Call Back Request Form** and sign the consent section. This gives **ADMHSS** access to your name, contact details, best contact times, reason for call-back request, permission to create a record of your contact with **ADMHSS** and permission to share information with the service requesting the call for you. The service you are accessing will then send the completed form to **ADMHSS**.

Once the form is received, an **ADMHSS** team member will aim to call you within 72 hours as close to your preferred contact time as possible. This call may be a one-off, or further calls may be offered if required. You can call ADMHSS at any time, whether or not you are receiving call-backs. When the last call has been made to you, **ADMHSS** will send a completion note to the service that made this request.

What you need to know:

An **ADMHSS** team member will do their best to call you at your preferred time. If you are not available, a voice and/or text message may be left (if you have given permission).

- The team member will try contacting you up to three times. After this, you can call the line on 1800 437 348 (1800here4u), 94425000 (ADSL) or 94425050 (PFDSL) at any time should you wish to seek support.
- If the team member thinks you, or any other person, are at risk of self-harm or pose a risk to others they have a duty of care to call the appropriate emergency service. Your call may be traced, a welfare check may be arranged, and the service requesting this call will be informed. Your emergency contact (if provided) may also be contacted in an emergency.
- By agreeing to this call-back request you are giving **ADMHSS** permission to share a brief summary of your contact history with ADMHSS with the referring service, or other services where necessary to ensure your safety, and to create a record of your contact with the support line. All information will be stored securely.
- At the end of the support period, a summary of contact will be sent to the service requesting this call-back.

Providing feedback:

- Web: Online or downloadable Compliments and Complaints Form available at www.aodmhsupport.com.au
- Email: hereforyou@mhc.wa.gov.au or alcoholdrugsupport@mhc.wa.gov.au or parentdrugsupport@mhc.wa.gov.au
- Phone: Coordinator on 08 6553 0482 - 9.00am to 5.00pm - Monday to Friday

Email: aodmhsupport@mhc.wa.gov.au