



Alcohol, Drug and Mental Health Support Service

Client Charter

This Charter provides you with information about your rights and responsibilities as the person accessing this service.

The Alcohol, Drug and Mental Health Support Service provides 24/7 confidential, telephone counselling, information, referral and support lines for families and individuals impacted by alcohol and drug use, and or mental health issues. Individuals and family members concerned about their own or someone else's alcohol or other drug use and/or mental health challenges can call for immediate support, information, treatment, and referral options.

Your rights

You have a right to a confidential, non-judgemental, professional, respectful, and accountable service. You have the right to ask questions and provide feedback on your experience of our service.

Your responsibilities include:

BEING ABLE TO ENGAGE – When contacting the service, you engage appropriately with the service and the counsellor and/or volunteer and you are not significantly impaired by the effects of alcohol or other drugs.

COMMUNICATION – Providing accurate information about your alcohol/drug use and/or current situation to enable us to provide the best possible support. Feeling able to ask questions and let us know about your experience of our service.

Our rights

RESPECT – Alcohol, Drug and Mental Health Support Service team members are entitled to respect and courtesy and not being subjected to abusive and/or aggressive language.

Our responsibilities include:

SUPPORT - Working with you and supporting you to get the best possible outcomes for your situation.

RESPECT – Listening carefully and treating you with respect, dignity, and courtesy.

INFORMATION – Providing you with information about a range of quality, evidence- based services and treatment options specific to your individual needs, in a way that is easy to understand and free from bias.

CONFIDENTIALITY – Ensuring your information is kept confidential unless disclosure is otherwise authorised and/or required, and that the information we keep is stored in accordance with the State Records Act 2008.

SAFETY – We have a duty of care to take steps if safety concerns arise during your call, in order to ensure your safety and the safety of others (including children).



NON-DISCRIMINATION – Providing services that do not discriminate and are inclusive of age, gender, sexuality, spiritual beliefs, country of origin, cultural identity, or disability.

PROFESSIONAL – Providing services that are delivered with professional care, skill, and competence, ensuring staff maintain up-to-date skills and knowledge, and the service participates in continuous quality improvement.

Feedback, compliments, and complaints

FEEDBACK - Your feedback is an important part of helping us to improve the services we provide. Feedback can be a compliment, suggestion or complaint and you can provide feedback, by phone or in writing. If you would like to provide feedback on your contact with our service, please email us at aodmhsupport@mhc.wa.gov.au or call (08) 9442 5000 or 1800 198 024 (country callers) and ask to speak to a Coordinator.

COMPLAINTS – You can comment on or complain about the service you received by speaking directly to us or our online Complaints Form.

RELEASE OF INFORMATION – Under the Freedom of Information Act 1982 every person has a right to request access to documents about them. If you would like more information please visit the Mental Health Commission website or click here: [Freedom of Information](#).

OTHER RELEVANT SERVICES - If you are unhappy with the response from our service or feel uncomfortable approaching our service directly you can contact the following services for assistance:

Health and Disability Services Complaints Office (HaDSCO)

(08) 6551 7600 or Free Call 1800 999 057

HaDSCO is an independent state government agency providing a free impartial resolution service for complaints relating to health or disability services in Western Australia.

Health Consumers Council of Western Australia (HCC)

(08) 9221 3422 or Free Call 1800 620 780

HCC's Advocacy Service provides flexible, individualised support, including providing information about your health rights, helping you to get linked with a service, attending appointments with you and assisting you to make a complaint.

Peer Based Harm Reduction WA

(08) 9325 8387

Peer Based Harm Reduction WA (PBHRWA) provides peer-based support, information and education, advocacy, and harm reduction services. PBHRWA is the primary harm reduction organisation for the state of Western Australia (WA). As a peer-based organisation PBHRWA is a part of the national network of drug user organisations and a member of the Australian Injecting and Illicit Drug Users League (AIVL), the national peak body organisation representing drug user organisations in Australia.