Collection Notice – Alcohol, Drug and Mental Health Support Service, Diversion Booking Service

This notice explains what information the Alcohol, Drug Mental Health Support Service (ADMHSS) collects to facilitate booking you into your diversion appointment, why we collect it, and how we protect your privacy.

Who we are

The Diversion Booking Service is provided by the ADMHSS, a service of the Mental Health Commission (Commission).

The Diversion Booking Service collects and uses personal information necessary to coordinate and arrange your appointment with the appropriate diversion service provider. This helps ensure you are connected with the correct service and can commence your Diversion program in a timely manner.

For most Diversion program referrals, appointments are arranged with your local Community Alcohol and Drug Service (CADS) team, which delivers assessment, education, counselling and other diversion-related services.

What information might we collect?

To coordinate your diversion appointment and connect you with the appropriate CADS provider, we collect personal information including:

- your name
- date of birth
- gender identity
- ethnicity
- contact telephone number
- preferred suburb or location to attend appointments
- any special requirements or accessibility needs, such as mobility, hearing, communication, or other support requirements.

For Cannabis and Other Drug Diversion referrals, we collect:

- Drug Diversion Number
- date the Diversion notice was issued
- date of the alleged offence
- referring police officer details

In addition, for Alcohol Interlock Scheme referrals, we collect:

- driver's licence number.

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Why do we collect this information?

We collect this information to:

- confirm and process your Diversion referral
- verify your participation requirements under the relevant Diversion program
- identify the most appropriate CADS provider
- schedule your Diversion appointment
- contact you regarding your appointment or any changes to your booking
- ensure any accessibility, communication, cultural, or support needs can be appropriately accommodated
- meet legal, contractual, reporting, and administrative requirements associated with Diversion programs.

When might we use or share your information?

To facilitate your Diversion appointment, your information may be shared with:

- the CADS team responsible for delivering your Diversion intervention
- authorised Commission and ADMHSS staff involved in managing your referral and appointment
- the referring agency, where required to confirm attendance, completion, or non-attendance in accordance with the relevant Diversion program
- other agencies or organisations where required or authorised by law.

This information is only shared on a need-to-know basis and for purposes directly related to the administration and delivery of your Diversion program.

Do you have to provide all the information?

The information requested is required to verify your referral, coordinate your booking, and connect you with the appropriate Diversion program. If sufficient information is not provided, we may be unable to process your referral, arrange your appointment, or meet the requirements of the relevant Diversion program within the required timeframes. This may impact your ability to participate in or complete your Diversion program.

Accessing the information or making a complaint

You can ask to access or correct the information by contacting the Mental Health Commission Privacy Officer.

If you have concerns about how the information has been handled, you can also make a privacy complaint through the Commission's website or via the Privacy Officer.

Further information

For more information about how the Commission manages personal information, please refer to the privacy policy.

Contact us.

Mental Health Commission
Privacy Officer
PRIS@mhc.wa.gov.au
6553 0600