

PLEASE PRINT THIS PAGE FOR YOUR CLIENT

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 (Here4u), 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.
- For information about how your personal information is collected when you contact ADMHSS, why we collect it, and how we protect your privacy please see the Collection Notice on the next page.
- 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: www.aodmhsupport.com.au/contact-us
- Email: hereforyou@mhc.wa.gov.au or alcoholdrugsupport@mhc.wa.gov.au or parentdrugsupport@mhc.wa.gov.au
- Phone: Coordinator - 08 6553 0482 - 9.00am to 5.00pm - Monday to Friday

Email: aodmhsupport@mhc.wa.gov.au



Collection Notice – Alcohol, Drug and Mental Health Support Service (ADMHSS)

This Collection Notice explains what personal information is collected when you contact the ADMHSS, why we collect it, and how we protect your privacy.

Who we are

ADMHSS is a service provided by the Mental Health Commission (Commission).

We provide confidential support to Western Australians through our phone lines, live chat, website and other contact options.

Our services include:

- Alcohol and Drug Support
- Here For You Support
- Parent and Family Drug Support
- Meth Help Line
- Live Chat
- Drug and Alcohol Clinical Advisory Service.

What information do we collect?

Depending on the nature of your call, this may include:

- your name, or a name you choose to use
- your phone number, email address or IP address (where applicable)
- your age, location or cultural background
- information about your situation and the support you need
- information about your safety and wellbeing
- information about your mental health, alcohol or other drug use
- details about referrals or services you may need
- notes or records of your contact with us, such as calls, emails or online chats
- information about how you use our website.

Why do we collect this information?

We collect information to:

- provide support, information and advice
- understand your needs
- help keep you and others safe
- connect you with other services if needed
- contact you if required
- improve the quality of our services
- meet our legal obligations.





When might we use or share your information?

We will only share your information when it is needed to support you, protect your or someone's safety, when there is a serious threat of harm to you or another person, or when we are required to do so by law.

This may include sharing information with:

- health or treatment services
- community support organisations
- emergency services
- government agencies
- courts, tribunals or law enforcement agencies where required by law.

Do you have to provide your information?

No. However, if we do not have enough information, we may not be able to provide the best support, assess safety concerns, or connect you with other services.

Accessing your information or making a complaint

You can ask to access or correct your personal information by contacting the Commission's Privacy Officer.

If you have concerns about how your 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@mhcc.wa.gov.au
6553 0600

