



Collection Notice – Parent and Family Drug Support Service

This notice explains what information we may collect, why we collect it, and how we protect your privacy.

Who we are

The Parent and Family Drug Support Service (PFDS) is part of the Alcohol, Drug and Mental Health Support Service (ADMHSS), a service provided by the Mental Health Commission (Commission).

PFDS is a confidential service that provides peer led information, education and support to family members, carers, and significant others who are concerned about someone else's alcohol and/or drug use.

What information might we collect?

We may collect:

- your name, or a name you choose to use
- your phone number, email address and location
- indication if you have attended these support groups before
- information about your situation and the support you need
- information about your safety and wellbeing
- notes or records of your contact with us, such as calls and emails.

Please avoid providing identifying information about other individuals unless it is necessary for us to provide support or assistance.

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.

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, 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@mhc.wa.gov.au
6553 0600

