



Collection Notice – Call-back Service for Health Professional Referrals

This Collection Notice explains what information the Alcohol and Drug Mental Health Support Service (ADMHSS) collects when providing a call-back service for consumers referred by health professionals, how that information is used, and how privacy is protected.

Who we are

ADMHSS is a service provided by the Mental Health Commission (Commission). It is a telephone counselling and support service for individuals experiencing alcohol, drug, and/or mental health concerns.

ADMHSS provides a call-back service that enables health professionals to refer consumers who may benefit from speaking with a qualified counsellor trained in alcohol, drug, and mental health support.

Health professionals requesting a call-back on behalf of a consumer must obtain and confirm the consumer's informed consent before providing their personal information to ADMHSS.

What information might we collect?

Depending on the nature of the referral, ADMHSS may collect:

Referring health professional information

- name and professional role
- workplace, organisation, or service details
- contact information, including telephone number and email address
- details of the support or service requested.

Consumer information

- first and last name
- date of birth
- gender
- ethnicity (where relevant and voluntarily provided)
- next of kin details
- telephone number and email address
- confirmation that informed consent has been obtained for the referral and call-back
- relevant information to support the referral, including:
 - reason for the call-back request
 - alcohol and/or other drug use concerns
 - mental health diagnoses or presenting concerns
 - details of treating health professionals
 - risk management or safety plans, where applicable.





Why do we collect this information?

We collect personal information to:

- provide consumers with appropriate support, information, advice, and counselling services
- confirm that the consumer has consented to the referral and call-back service
- contact the consumer to provide the requested service
- contact the referring health professional if clarification or additional information is required
- assess and manage any identified safety or risk concerns
- maintain service records and quality assurance processes
- meet our legal, regulatory, and contractual obligations.

When we share the information?

ADMHSS is committed to protecting the privacy and confidentiality of personal information. Information collected through the call-back service is handled in accordance with applicable privacy and health records legislation, as well as the Commission's policies and procedures.

Personal information is only accessed by authorised staff who require it to perform their duties and is stored securely to help prevent unauthorised access, disclosure, misuse, or loss.

Do you have to provide all the information?

No. However, if sufficient information is not provided, we may be unable to appropriately provide support as best we can.

Accessing the information or making a complaint

You can ask to access or correct the information by contacting the Commission's 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

