



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@mhcn.wa.gov.au
6553 0600

