If you have a comment or complaint about our service we suggest that you:

1. Complete a Client/Carer Feedback form (available online or at our Alcohol and Drug Service offices) and/or:
   Discuss the matter with your Key Worker/Case Manager
2. Ask to speak with the Unit Manager or Service Manager.
   Phone: 1300 139 641
   Mail: GPO Box 125, Hobart TAS 7001
   Web: www.dhhs.tas.gov.au

Useful contacts
Advocacy Tasmania 1800 005 131
Alcohol and Drug Information Service (24 hour) 1800 177 833
Health Complaints Commission 1800 001 170
Ombudsman Tasmania 1800 001 170

Useful information
Tasmanian Charter of Health Rights and Responsibilities
Australian Charter of Health Care Rights
Found at: www.healthcomplaints.tas.gov.au
Personal Information Protection Act 2004
Right to Information Act (RTI) 2009
Found at: www.ombudsman.tas.gov.au

For further information
Alcohol and Drug Service
Department of Health and Human Services
GPO Box 125
Hobart TAS 7001
Phone: 1300 139 641
www.dhhs.tas.gov.au

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The Alcohol and Drug Service works closely with you to reduce the harms caused by alcohol, tobacco and other drugs.

As a client of the Alcohol and Drug Service you are an important partner in planning your care and managing your life. When you are well informed, participate in treatment decisions and communicate openly with your doctor and other health professionals, you help make your treatment as effective as possible.

Your information is kept confidential

With your consent we will collect personal information from you to help us provide you with the most appropriate and effective treatment. This information is stored securely and is restricted to health professionals who have a duty of care towards you and/or those who are involved in your treatment.

In exceptional circumstances, it is possible that certain information may have to be released.

If you wish to access your personal records, please discuss this with your Key Worker/Case Manager. They will provide you with information regarding the process for accessing your records based on the information you are seeking.

What is expected of you

In providing you with the best possible treatment, the Alcohol and Drug Service expects you to:

- respect the rights, safety and privacy of others;
- treat others with respect, dignity and courtesy;
- provide accurate information;
- identify your needs and bring concerns to staff;
- ask questions if the information given is unclear;
- actively participate in your care and discharge planning;
- keep appointments, or notify in advance if unable to do so; and
- be aware that Alcohol and Drug Services is a smoke free environment.

Your rights

As a person who is receiving alcohol and drug services, you have the right to:

- be treated with respect and dignity;
- receive the best care that we can provide;
- discuss options for care in terms and language that you can understand;
- have your personal health information protected and treated appropriately;
- express concerns to your health care provider without fear of affecting your care; and
- involve others in your care e.g. family members, carers and/or guardians.