

# Your Privacy

Information about consumers obtained by SHARC staff in the course of providing a service is private and confidential. The Privacy and Data Protection Act 2014 outlines consumer rights in regard to privacy and confidentiality as they relate to the state of Victoria. SHARC supports, complies with and where possible strives to exceed the requirements of this Act.

## SHARC will:

- Keep your personal information confidential
- Not disclose your personal information unless otherwise authorised
- Provide you lawful access to your personal information upon request



We are an inclusive service, everyone is welcome!

# About us

Self Help Addiction Resource Centre (SHARC) promotes self-help approaches to recovery from alcohol and drug related issues. A unique, peer-led organisation, SHARC is a pioneer in the areas of self-help, peer support, consumer advocacy and promoting the value of lived experience.

## Our vision

We envision a world where all people affected by the impact of addiction can proudly and openly seek help, help each other and demonstrate the living proof that recovery is possible.

## Our mission

To provide opportunities for individuals, families and communities affected by addiction and related problems to recover and achieve meaningful, satisfying and contributing lives. To provide models of practice for family support, consumer participation and peer based recovery support; and influence practice in the field of addiction and other related health domains.

## Our programs and services include:

- Association of Participating Service Users (APSU)
- Family Drug Help (FDH)
- Residential Peer Programs
- Peer Support Projects

## Contact us:

**Self Help Addiction Resource Centre**  
**140 Grange Road, Carnegie Vic 3163**  
**PH: 03 9573 1700 Fax: 03 9572 3498**  
**Email: [info@sharc.org.au](mailto:info@sharc.org.au)**  
**[www.sharc.org.au](http://www.sharc.org.au)**

Self Help Addiction Resource Centre

# Information for SHARC consumers

A consumer is someone who has accessed SHARC's programs and services. They may be individuals, family members or friends who are impacted by drug and alcohol use.



# Your Rights & Responsibilities

**SHARC upholds the rights and responsibilities listed in the Department of Health's Victorian Alcohol and Other Drug Client Charter.**

## As a SHARC consumer you have the right to:

- a service that is respectful and non-judgemental
- refuse SHARC services
- be provided care in a safe, drug free environment
- know the identity and qualifications of staff providing your care
- privacy
- lawful access to your file
- have information about you kept confidential unless disclosure is authorised
- make a complaint and have that complaint addressed efficiently.

## As a SHARC consumer your responsibilities are to:

- accept the consequences of your own informed decisions
- respect the privacy and confidentiality of other SHARC consumers
- notify staff of any concerns you have about SHARC's programs and service
- behave in a way that is respectful and contributes to maintaining a safe environment at SHARC
- provide complete and accurate information where appropriate to help us help you.

# Your Feedback

SHARC welcomes your feedback, whether it is a compliment or a complaint, as it assists us in improving our programs and services.

If you have a complaint about your experience of SHARC, we welcome you to provide your complaint, written or verbal, to the CEO or the relevant manager.

SHARC's complaints policy aims to ensure that:

- complaints are taken seriously and investigated in a timely manner
- complaints are resolved through a fair process, without fear of reprisal
- complaints are handled in a confidential manner
- your feedback, where possible, is used to improve our services to benefit all consumers.

If you're not satisfied with the action taken by SHARC about the complaint, it can be referred to the Health Services Commissioner.

## How can I give feedback about SHARC?

- Speak to a member of our staff
- Give us your feedback online at [www.sharc.org.au/complimentscomplaints](http://www.sharc.org.au/complimentscomplaints)
- Fill out our feedback form and place it in the Feedback Box at SHARC reception
- Give us a call on 9573 1700 or email [info@sharc.org.au](mailto:info@sharc.org.au)

**Feedback can be provided anonymously**

# Consumer Participation

Consumer participation at SHARC means we include consumers in decisions affecting their own treatment; and involve them in the planning, development and evaluation of SHARC's programs and services.

## How can I get involved?

**Become a member of SHARC** for \$5 per year

As a member, you can support the work we do and engage with the SHARC community. You will receive updates on our work, copies of our newsletters, invitations to SHARC events (including our AGM), and have voting rights to elect the SHARC Board of Governance.

**Become a member of APSU** for free

The Association of Participating Service Users (APSU) is a Victorian consumer representative body and a service of SHARC. APSU believes that people who use drug and alcohol services have a wealth of knowledge and experience. APSU has been set up to ensure that consumers' opinions, ideas and experiences contribute to policy, research, service provision and professional development.

**Become a member at**

**[www.sharc.org.au](http://www.sharc.org.au)**

**or ask one of our staff for a membership form.**