

About Turning Point

Turning Point is a specialist alcohol and drug organisation integrating treatment and support service delivery with research, education and training.

We lead the development of policy and programs to prevent and reduce the harm caused by alcohol and drugs. This is achieved by:

- Advancing treatment and support services for people affected by drug use
- Building the capacity of the professional workforce to provide alcohol and drug services
- Supporting practical and effective policy and service system development

Turning Point operates within a wide network of organisations, locally and internationally, to ensure that we integrate the latest research, evidence-based experience and responses to service user needs.

Turning Point is affiliated with St Vincent's Hospital and The University of Melbourne, and is a collaborating centre of the National Drug and Alcohol Research Centre, the National Centre for Education and Training in Addiction and the National Drug Research Institute.

Need help now?

DirectLine 24-hour counselling and referral line is available to anyone who has a problem or question related to alcohol or drug use. Experienced counsellors provide an immediate and confidential response.

1800 888 236

For health and welfare professionals

DACAS 24-hour telephone consultancy service is available to professionals who need advice on the clinical management of alcohol and drug issues.

03 9416 3611

1800 812 804



Turning Point
Alcohol & Drug Centre

54–62 Gertrude Street
Fitzroy Victoria 3065
Australia

T: 03 8413 8413

F: 03 9416 3420

E: info@turningpoint.org.au

www.turningpoint.org.au



Turning Point
Alcohol & Drug Centre

Privacy and health records

Your information and your rights

What is personal information?

Personal information is factual information or opinion about a person which identifies that person or from which their identity could reasonably be ascertained.

What information is collected about you?

When you become a client of Turning Point, in the Clinical Services or with the Outreach team, a case file is created.

The file contains identifying information such as your name, age, gender, nationality and contact details.

The file will also contain any assessments and history. It may include family details and information about your social situation, accommodation and employment if they are necessary in order to provide you with a service.

Each time you have contact with Turning Point, the file will be used to record that contact.

It is necessary to collect this information and keep an accurate history of your health and circumstances so that we can provide safe, effective services for you and monitor your progress.

How is your information protected?

Your file is kept secure at this agency.

Where your information is stored on computer, it is protected by up-to-date security measures.

The law also protects your information by requiring your consent before information can be released to anyone else.

Who has access to your information?

Only staff involved in your care have access to your file.

Where other services are being used to assist the case plan – such as a local doctor, welfare service or employment agency – then some of your details may need to be shared with them. This will be discussed with you by the person you are seeing here at Turning Point.

The law requires us to notify the Department of Human Services in some circumstances, for example with some communicable diseases such as HIV and hepatitis C. Your doctor will discuss this with you before taking any blood tests.

Drug dependency is also notifiable, and the law also requires some of your details to be disclosed where we are seeking a permit to treat you with methadone or other pharmacotherapies. Again, your doctor will discuss this with you further and seek your consent to do this.

Where we are obliged to notify, you will be informed but your consent is not required in that instance. The Department of Human Services has privacy principles in place so there is a reciprocal protection of your information.

Basic information is reported to Government funding agencies for accountability and trend analysis. These data are not traceable to you. The information is 'de-identified', which means it is collected without your name or other details.

Accessing your personal information

If you want to access your personal information, you should speak to your case manager or the person you are usually in touch with at Turning Point. Alternatively, you can speak to the Privacy Officer at Turning Point on 03 8413 8413.

Your questions may be answered in discussion with your case manager or contact person without resorting to extracting parts of your file. If summaries are required and/or copies of all or part of your file are wanted, a moderate fee is charged.

If you have difficulties with accessing your information, there is an appeal system within Turning Point. You should contact the Privacy Officer for assistance with the appeal.

The law also gives you rights to further appeal if your access to information is not satisfactory. The contact details are:

Health Services Commissioner

Complaints and Information
30th Floor, 570 Bourke Street

Melbourne Victoria 3000

T: 03 8601 5200

F: 03 8601 5219

Toll free: 1800 136 066

E: hra@dhs.vic.gov.au