

Confidentiality –

It's not uncommon for family members, partners or friends to contact services regarding the progress of a client. Client confidentiality needs to be respected. Any information can only be provided with the agreement of the client. If the client wants information given to significant others, it can be useful for this to occur with the client present so they know what's discussed. Should the client not wish to disclose information, families and carers need to be provided with basic support and general drug and alcohol and mental health information. It should also be noted that many adult clients don't want family members involved. There are many reasons for this, including conflict with family members, no contact with family members, anger and hurt at neglect or abuse experienced as children from family members, or not wanting family members to know they have a problem. Even in situations when the client doesn't want family members involved with them, or you as their counsellor, family members should still be assisted to find support from other counsellors or other agencies if they want it (Marsh et al 2007). (taken from the NADA Toolkit 2009)

Confidentiality – The rights of clients misusing drug and alcohol

All health services and service providers are required to keep your personal information confidential.

Confidentiality is binding on all health service workers, paid and voluntary.

Individuals involved in your care should always try to make sure that conversations about your health or other personal matters are held privately or in quiet areas.

Health services have to ensure that paper and electronic information about you is stored securely. Only authorised personnel involved in your care have access to information about you and your care.

Your personal health information will only be shared with other health service providers on a 'need to know' basis. This will happen when they are asked to become involved in your health care.

Some information about your health may be used to help health services improve their services. Wherever possible, any information used for these purposes will not identify you.

Confidentiality – The rights of Family Members who have loved ones misusing drug and alcohol

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