

## making contact

For more information or to make an appointment, please contact Centrecare on one of the telephone numbers below.

Day and evening appointments are available in most offices.

### Perth

(08) 9325 6644

### Southwest

(08) 9721 5177

### Mirrabooka

(08) 9440 0400



## about centrecare

Centrecare is a not-for-profit organisation delivering quality professional counselling, support, mediation and training services.

### Perth

456 Hay Street, Perth WA 6000  
(08) 9325 6644  
enquiries@centrecare.com.au

### Perth

**Catholic Migrant Services**  
25 Victoria Square, Perth WA 6000  
(08) 9221 1727  
reception@cms.centrecare.com.au

### Cannington

22 Pattie Street, Cannington WA 6107  
(08) 9451 1100  
receptionc@centrecare.com.au

### Esperance

Suite 1& 3 Radio House  
8-10 William Street, Esperance WA 6450  
(08) 9071 1955  
centrecare@goldfields.centrecare.com.au

### Goldfields

7-9 Dugan Street, Kalgoorlie WA 6430  
(08) 9091 1833  
centrecare@goldfields.centrecare.com.au

### Joondalup

First Floor  
85 Boas Avenue, Joondalup WA 6027  
(08) 9300 7300  
joondalup@centrecare.com.au

### Lockridge

36 Arbon Way, Lockridge WA 6054  
(08) 9378 2522  
reception@djooraminda.centrecare.com.au

### Mirrabooka

12 Brewer Place, Mirrabooka WA 6061  
(08) 9440 0400  
receptionm@centrecare.com.au

### Southwest

103 Clarke Street, Bunbury WA 6230  
(08) 9721 5177  
office@southwest.centrecare.com.au



CENTRECARE

www.centrecare.com.au

ABN 98 651 609 161

# when parents and young people want to get along better

a Centrecare service for  
parents/caregivers, children  
and teenagers aged 10 to 21



CENTRECARE

"People Making Time for People"



Quality  
Endorsed  
Company

ISO 9001:2015  
AS/NZS 9300:2015  
Standard Australia

# when parents and young people would like to get along better

Adolescence is a time of great transition - for young people and their families alike. While it is healthy for young people to begin forming their own identity, this is often not without its challenges.



Conflict, communication difficulties and a lack of understanding can result. At such an important time, it can be easy to become overwhelmed by the challenges that may be faced.

## These challenges can include:

- relationship conflict
- your own coping strategies and managing stress
- communication difficulties
- adolescent development issues
- abuse or violence in the family
- drug and alcohol use
- school related problems
- adolescent self esteem
- friends and peers
- adolescent depression
- self harm and suicide
- step family problems
- sexuality issues
- expressing emotions such as anger, anxiety and sadness

**CentreCare's Parent, Adolescent and Family Service** aims to support parents/caregivers and young people aged 10-21 to find creative solutions to conflicts they may be experiencing and includes:

### **Counselling**

Counselling offers a structured time and space for issues to be raised and discussed. Individual sessions are offered to young people as well as parents/caregivers and other family members. Family counselling is also offered.

### **Mediation**

The focus of mediation is to help families find an agreed solution to specific issues such as friends, homework, telephone calls and household chores.

### **Workshops**

Conducted in various locations throughout the community, the workshops aim to help parents learn more about adolescent behaviour, conflict resolution, parenting styles and communication techniques.

### **Information Seminars**

Seminars can be prepared for community organisations, schools, other youth or family focus groups. These seminars can be arranged by speaking with the team leader of these programs.

### **School Based Programs**

These group programs are run in conjunction with metropolitan high schools and aim to develop young people's skills and build on their strengths rather than focusing on their problems.

### **How long is a counselling session?**

Individual and family counselling sessions usually last 50 minutes.

### **Is this service private and confidential?**

Counselling is confidential and all counsellors are bound by our Commitment to Confidentiality and Oath or Affirmation of Secrecy for Family and Child Counsellor. However, confidentiality will be waived where there may be a threat to an individual's safety or if a serious crime or threat against another person is disclosed.

CentreCare is committed to ensuring that your information is protected and managed in accordance with the Privacy Act 1988 which sets out the standards for the way in which personal information must be handled. If you wish to access the information on your file please ask the receptionist for the necessary form.

### **Are the counsellors qualified?**

All our counsellors are professionally qualified and meet the requirements of the Family Law Act. They receive ongoing professional development and supervision.

### **How do I provide feedback?**

CentreCare prides itself on providing high quality services.

Your comments assist us in maintaining or improving that level of quality and fully meeting the needs of our clients. Recording your feedback is one of the best ways to help us understand what we do well and where we can improve.

If you have a suggestion, compliment or complaint, please complete the Feedback Form which is available at reception and place it in the Suggestions Box. Alternatively, you may also wish to write or speak to the Manager at your branch.

