



## about Centrecare

Centrecare is a not-for-profit organisation which aims to strengthen people and communities through the provision of professional social services, inspired by compassion and recognition for human dignity.

### Perth

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

### Cannington

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

### Esperance

Suite 1 & 3 Radio House  
8-10 William Street, Esperance WA 6450  
(08) 9083 2600  
esperance@centrecare.com.au

### Goldfields

168 Egan Street, Kalgoorlie WA 6430  
(08) 9091 1833  
goldfields@centrecare.com.au

### Gosnells

2302-2308 Albany Highway  
Gosnells WA 6110  
(08) 9498 9200  
gosnells@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  
djooraminda@centrecare.com.au

### Midland

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(08) 9325 6644  
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### Mirrabooka

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

### Southwest

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

### Victoria Square

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victoriasquare@centrecare.com.au



**CENTRECARE**  
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SHAP OCT10 MENCORP 4667A



**CENTRECARE**  
"People Making Time for People"

## making contact

To find out more about the program or to be referred, telephone your Housing Service Officer on one of the numbers below:

**Cannington:** (08) 9350 3244

**Armadale:** (08) 9391 1600

**Bentley:** (08) 9350 3700

## referral form

To be referred to this program, please complete the form below and submit it to your local Housing Service Officer at the Department of Housing.

As a voluntary participant(s) in the Supported Housing Assistance Program (SHAP) between the Department of Housing and Centrecare;

I/We \_\_\_\_\_

of address \_\_\_\_\_

authorise the Department of Housing to disclose to Centrecare for the duration of my/our voluntary involvement within SHAP program, relevant details related to my/our current tenancy.

At the termination of my/our involvement with SHAP or at any other time of my/our choosing, this authority will immediately come to an end.

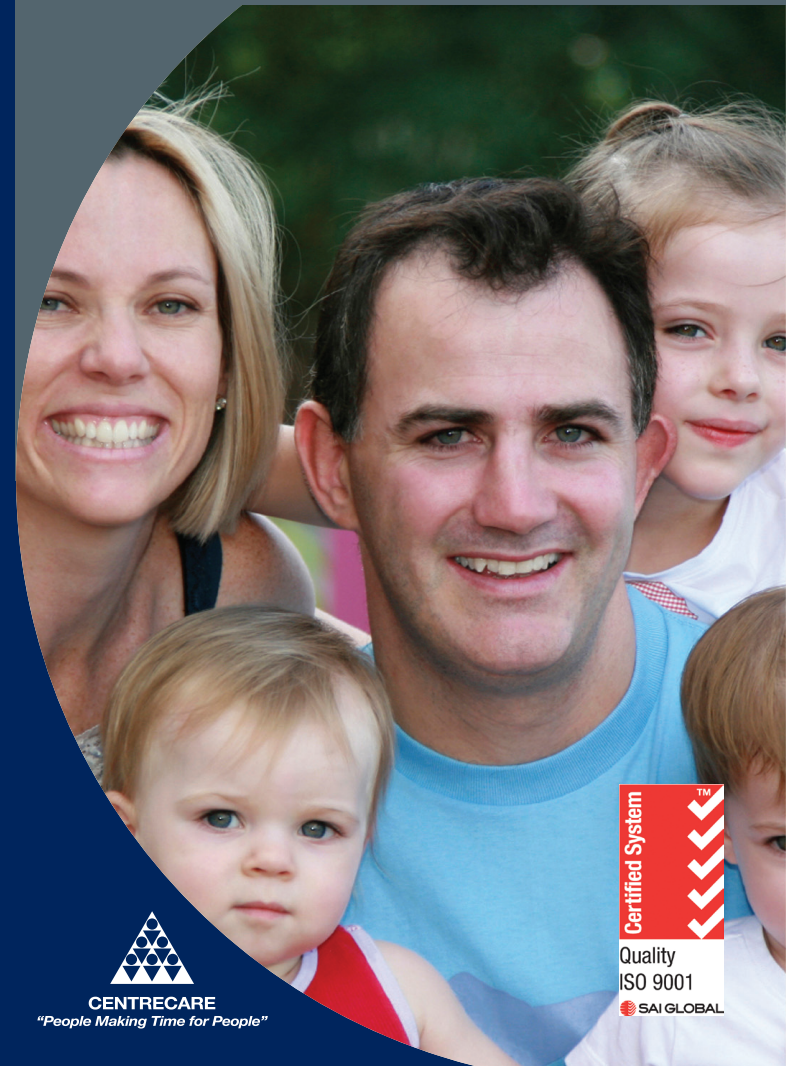
Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# when maintaining your tenancy agreement isn't easy

a Centrecare housing  
support service for  
Department of Housing tenants



Are you living in Department of Housing accommodation

in the South East metropolitan region of

Perth and experiencing problems

that are beginning to affect your  
tenancy?



### Are you:

- struggling to manage your tenancy agreement successfully;
- behind in your rent;
- experiencing overcrowding at your home;
- having problems with visitors and receiving complaints against your tenancy;
- having visitors, you or other household members damaging your tenancy;
- not meeting required property standards;
- regularly receiving breaches;
- facing eviction or legal action against your tenancy;
- having difficulty speaking with your Housing Service Officer;
- worried you will become homeless and unsure where to turn to for help; or
- feeling stressed because of any of the above?

If you answer “yes” to any of the above questions, then this service may be of help to you.

# when...

## ...you want to abide by your tenancy agreement

**Centrecare’s Supported Housing Assistance Program (SHAP)** aims to help public housing tenants meet their tenancy agreement and responsibilities through assistance and support. It is possible your Housing Service Officer (HSO) at the Department of Housing (DOH) has already suggested you take part in the SHAP program, or you may be interested in referring yourself.

If you want to take part you will need to speak to your HSO who will arrange for you and your family to meet with Centrecare Housing Support Workers at your tenancy. Your HSO will also be present at this first meeting, during which time there will be joint discussion as to how the service could help you and/or your family overcome the problems which may have caused you to be in your current situation.

### This home visiting service can assist with:

- finding solutions to your referral reasons;
- action plans to support you to keep your accommodation;
- skills development in maintaining your accommodation;
- practical support wherever possible within the home or referral to alternative services;
- resolving conflict, differences or disputes with the DOH;
- support to develop better relationships between tenant and landlord;
- counselling for yourself, other family members and people living in the house, if required, or referral to alternative support services;
- support or referral to attend courses to improve life skills, parenting, dealing with anger, relationships and gain confidence;
- accessing education, employment training opportunities, income entitlements, medical care, drug and alcohol counselling etc.

### This program is funded by the Department of Housing

The photographs used in this brochure are for illustrative purposes only; they do not imply any particular attitudes, behaviours, or actions on the part of any person who appears in the photographs.

### Culturally Appropriate Service

Centrecare aims to provide a respectful and culturally sensitive service and interpreters are available on request.

### Is this service private and confidential?

Our services are confidential and all our staff are bound by our Commitment to Confidentiality and Oath or Affirmation of Secrecy, for Family and Child Counsellors. 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 staff qualified?

All our staff interacting with clients are qualified for their job role. They receive ongoing professional development, supervision and meet the requirements of the Family Law Act.

### 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 Client 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.

