



## 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  
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### Joondalup

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joondalup@centrecare.com.au

### Lockridge

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djooraminda@centrecare.com.au

### Midland

U15, 53 The Crescent (Cnr Sayer St), Midland WA 6056  
(08) 9325 6644  
enquiries@centrecare.com.au

### 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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ABN 98 651 609 161

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

## 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  
**Joondalup** (08) 9300 7300

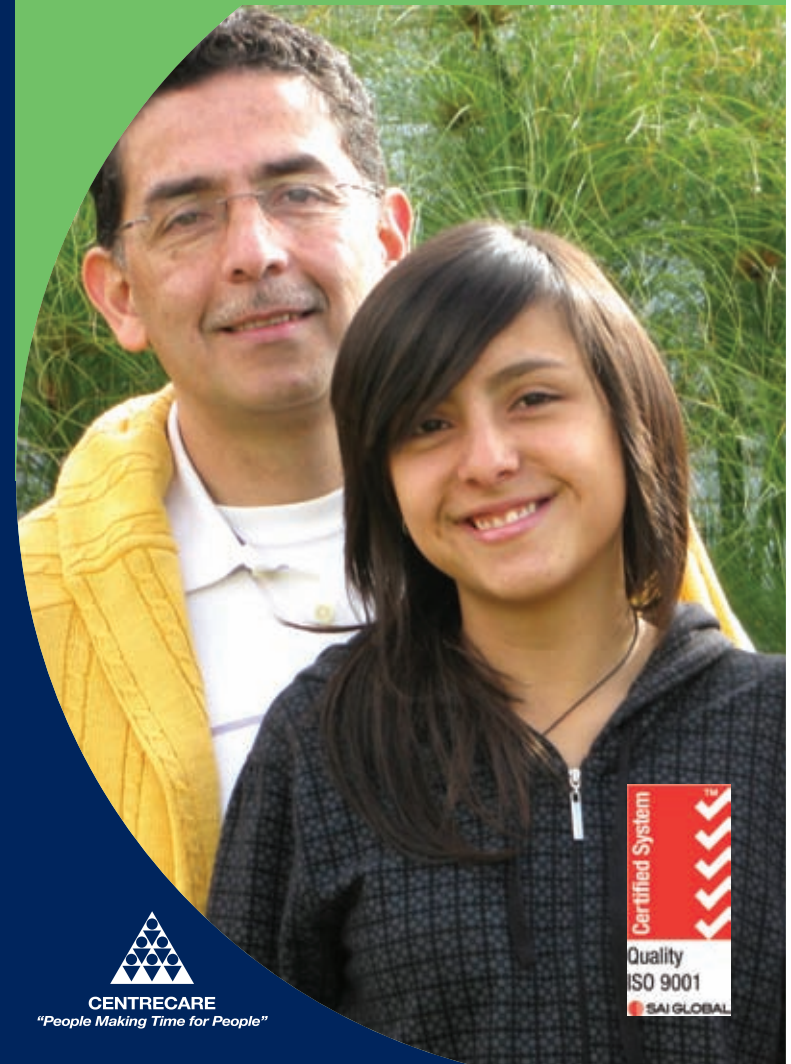


**CENTRECARE**  
"People Making Time for People"

# when

## parents and young people want to get along better

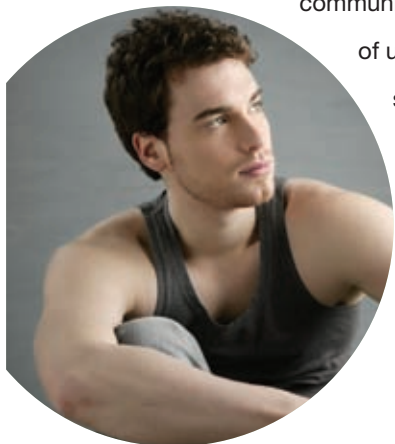
a Centrecare service for  
parents/caregivers, children  
and teenagers aged 12 to 18



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:

- abuse or violence in the family;
- adolescent development issues and relationship conflict within the family;
- adolescent depression;
- adolescent low self esteem;
- coming to terms with new family arrangements;
- communication difficulties;
- drug and/or alcohol use;
- expressing emotions such as anger, anxiety and sadness;
- friends and peers;
- relationship breakdown within the family;
- school related problems;
- self-harm and risk taking activities;
- sexuality issues;
- your own coping strategies and managing stress.

If you are experiencing any of the above, then this service may be of help to you.

# when...

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

**Centrecare's Parent, Adolescent Conflict Counselling Service** aims to support parents/caregivers and young people aged 12-18 to find creative solutions to conflicts they may be experiencing.

### 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.

### Family Dispute Resolution

The focus of family dispute resolution 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 and other youth or family focus groups.

### School Based Programs

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

### How long is a counselling session?

Generally, counselling sessions last 50 minutes

**This service is funded by the Department for Child Protection**

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.

