

# PRASS referral form

Please complete and fax it to Mirrabooka office on (08) 9440 0920.  
Please note: Client consent must be given prior to referral.

Tenant		Household members		Reason for referral
Name _____	Age _____	Name _____	Age _____	_____
Address _____				_____
P/Code _____				_____
Tel Home _____				_____
Work _____				_____
Date of referral _____				_____
Referral agency or real estate agency (if applicable) _____				_____
Contact _____				_____
Tel _____				_____

This form can be completed by tenant, real estate agent, Department for Child Protection or other agency

## 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

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

23 - 27 Victoria Square, Perth WA 6000  
(08) 9325 6644  
victoriasquare@centrecare.com.au



**CENTRECARE**  
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ABN 98 651 609 161

PRASS OCT10 MENCORP 4667J



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

# when

living in private  
rental accommodation  
becomes difficult

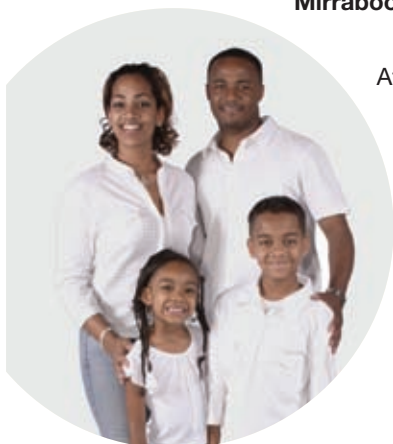
a Centrecare service  
for people in private  
rental accommodation



making contact

For more information or to be referred, telephone the number below and ask to speak to the Housing Support Worker for the Private Rental Advocacy and Support Service.

**Mirraboooka (08) 9440 0400**



At times, living in private accommodation can be difficult and you may begin to experience problems which could affect your tenancy.

Are you:

- behind in your rent;
- facing eviction;
- having difficulty speaking with your Property Manager;
- having neighbours complain about you;
- having problems with your neighbours;
- having problems with visitors;
- having trouble meeting real estate agency's property standards;
- having visitors damage your house;
- overcrowding your house;
- regularly receiving breaches from your real estate agent;
- feeling stressed because of any of the above?

If you answer "yes" to any of the above questions and live in the North East corridor of Perth, then this service may be of help to you.

# when...

## ...you wish to maintain your tenancy

**Centrecare's Private Rental Advocacy and Support Service (PRASS)** helps tenants in privately rented accommodation meet their tenancy agreement and responsibilities.

The service provides:

- Access to counselling for household members if needed;
- Access to interpreters if required;
- Advocacy in relation to stabilising long term private rental housing;
- Assistance in accessing education, employment training opportunities, income entitlement, medical care etc.;
- Budgeting/financial management;
- Links with other services and advocacy to gain access to appropriate resources if eligible;
- Practical assistance wherever possible within the home or referral to alternative services;
- Regular home visits to assist you find ways to stabilise your accommodation;
- Skills development in maintaining your accommodation;
- Support to develop better relationships between tenant and landlord;
- Support to find alternative accommodation if required.

It is possible your real estate agent or a government department has already suggested you take part in this program, or you may refer yourself. You can contact Centrecare directly or you can fax the completed referral form overleaf to Centrecare. You can also ask your Property Manager to refer you. A Housing Support Worker will be available to support you in overcoming any problems with your tenancy.

***This service is funded under the National Affordable Housing Agreement***

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.

