

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; and/or
- 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; and
- 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.

