



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

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Cannington

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CENTRECARE
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ABN 98 651 609 161

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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 the number below:

Armadale: (08) 9391 1600

referral form

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

As a voluntary participant(s) in the Public Tenancy Support Service (PTSS) 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 the PTSS, relevant details related to my/our current tenancy.

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

Signature: _____

Signature: _____

Date: _____

when

you want to have a successful tenancy

a Centrecare housing support service for Department of Housing tenants living in the South East metro zone of Perth



Are you just about to move into or already living in Department of Housing (DOH) accommodation in the South East metro zone of Perth? Are

you concerned you will experience difficulties maintaining your tenancy agreement or are already having difficulties?



Are you:

- coming back into housing after a period of homelessness or have experienced previous evictions;
- wanting some support to settle into your new tenancy or to resolve some housing difficulties that have arisen;
- concerned about getting complaints about your tenancy;
- experiencing overcrowding at your home;
- having problems with visitors;
- having difficulties paying your rent;
- not keeping required property standards and/or concerned about damage to your property;
- worried you may start receiving tenancy breaches and facing eviction;
- finding it hard to talk with your Housing Service Officer about what is happening;
- unsure where to turn to for support and advice; 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 maintain your tenancy agreement

Centrecare’s Public Tenancy Support Service (PTSS) is a home visiting service that aims to help public housing tenants meet their tenancy agreement and responsibilities through assistance and support.

If you want to be a part of this service, speak to your Housing Service Officer who can arrange for you and/or your family to be referred.

The service can assist with:

- assistance in finding solutions to your referral issues;
- action plans to support you to keep your accommodation;
- assistance to resolve conflict, differences or disputes with the DOH and/or neighbours;
- assistance with financial management and budgeting or referral to other services;
- practical assistance wherever possible within the home or referral to alternative services;
- skills development in maintaining your accommodation;
- support to develop better relationships between tenant and landlord;
- access to counselling for yourself, other family members and friends living in the house if required, or referral to an alternate service;
- support so you can attend courses to improve life skills, parenting, dealing with anger, relationships and gain confidence.

This program is funded under the joint Commonwealth/State funded Homelessness National Partnership 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.

