

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
www.centrecare.com.au
 ABN 98 651 609 161

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when
 you want to be
 diverted from the
 youth justice system

a Centrecare support service for
 young people aged 10-18yrs and
 their families



CENTRECARE
 "People Making Time for People"

making contact

For more information telephone Centrecare on one of the numbers below, your local Youth Justice Services Team or Killara Youth Support Team.

Referrals are received from the Department of Corrective Services only.

Gosnells (08) 9498 9200
Joondalup (08) 9300 7300

This service is available between the hours of:

- 1.00pm to 6.00pm on weekdays (Tuesday to Friday); and
- 9.00am to 5.00pm on Saturday.

Centrecare has other counselling and support services that are available for you to access during office hours Monday to Friday.



CENTRECARE
 "People Making Time for People"

Centrecare's Youth Diversion Service (YDS) provides

diversionary and preventative support to

young people who are offending

or are at risk of offending and

their families. This service

is for people who live in

the Armadale, Gosnells,

Canningvale, Joondalup,

Clarkson and Warwick regions

of Perth.



Referrals are made through a Youth Justice Officer.

Are you:

- often sad or angry and think no one cares or understands;
- feeling like no-one listens or like you don't belong;
- fighting with your parents or others around you;
- not going to school regularly or not at all;
- using drugs and/or drinking alcohol;
- getting into trouble with the police and/or getting cautioned;
- worried you will become homeless or end up in detention or prison;
- concerned about your short term and long term future;
- interested in going back to school or getting a job that you like;
- wanting to become involved in sport or recreational activities and having better relationships with others; and/or
- wanting to get your life back on track?

If any of these situations sound like you, then this service may be of help to you.

when...

...you want things to be different now and in the future

Centrecare provides a youth targeted and family focused service that aims to assist young people and their families to put positive solutions in place to prevent ongoing offending and at risk behaviors.

A Youth Worker will visit you and your family in your home, school or where you would like to meet, to talk and help you sort things out.

The Youth Worker can also:

- provide meaningful activities that engage young people and their families;
- provide informal counselling and mentoring through role modelling;
- strengthen the relationships of young people and their families;
- encourage family responsibility, ownership and involvement;
- develop young people's pro-social skills, recreational skills and self-esteem; and
- encourage inclusivity and promote connection to the community.

This service is funded by the Department of Corrective Services

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.

