

making contact

For more information or to make an appointment, telephone Centrecare on one of the numbers below. A referral form will be sent to you and it will need to be completed prior to your first appointment.

Day and evening appointments are available in most offices.

Perth (08) 9325 6644

Joondalup (08) 9300 7300



CENTRECARE

"People Making Time for People"

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

Kalgoorlie

168 Egan Street, Kalgoorlie WA 6430
(08) 9080 0333
kalgoorlie@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) 9436 0600
midland@centrecare.com.au

Mirrabooka

12 Brewer Place, Mirrabooka WA 6061
(08) 9440 0400
mirrabooka@centrecare.com.au

South West

103 Clarke Street, Bunbury WA 6230
(08) 9721 5177
southwest@centrecare.com.au

Victoria Square

23 - 27 Victoria Square, Perth WA 6000
(08) 9288 2233
victoriasquare@centrecare.com.au



CENTRECARE

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

when you have worries and want to talk

a Centrecare service for
young people aged 12-18yrs
and their families



CENTRECARE

"People Making Time for People"

MENCORP 4667Q

Being an adolescent is not always easy. Young people are often faced with difficult situations or

decisions. You may be having problems with family members, school or other young people.



Are you:

- feeling sad, alone, angry, unwanted or like you don't belong;
- feeling like no-one listens, cares or understands;
- Feeling bullied, abused or harassed;
- fighting with your parents and/or other family members;
- worried about you or your friend's drug and/or alcohol use;
- not going to school regularly or not at all;
- getting into trouble with the law;
- having trouble looking for work or somewhere to live;
- worried about being homeless; and/or
- interested in getting back to school, getting work experience and/or involved in community events?

If you answer "yes" to any of the above questions, then this service may be of help to you.

when...

...you want things to be different

Centrecare's Youth Support Service (CYSS) provides counselling, support and linkages within the community for young people aged 12-18 yrs and their families. This service is provided for people living in the Joondalup region of Perth.

A CYSS worker will visit you in the community, your home, school or a place of your choosing, which is a comfortable place to talk and help you sort things out.

The worker can also:

- talk to other people on your behalf;
- help you find a job;
- help you find educational training; and
- assist you to work things out with family, friends, school or community.

Individual, couple or family counselling

Counselling is a confidential way for you to discuss your issues and concerns. It can also help you to identify specific goals and strategies for effectively dealing with situations and problems.

Groups and workshops

Centrecare offers a variety of groups and workshops such as:

- Dealing With Stress and Learning Self Care;
- Understanding Anger;
- Meaningful Communication in Relationships;
- Assertion Skills;
- Dealing With Challenges and Change; and
- Positive Parenting.

This is a FREE service.

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.

