



## 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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(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

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(08) 9378 2522  
djooraminda@centrecare.com.au

### Midland

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(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

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(08) 9325 6644  
victoriasquare@centrecare.com.au



**CENTRECARE**  
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IFP OCT10 MENCORP 4667R



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

## making contact

If you would like the **Indigenous Family Program (IFP)** to help you, referrals can be made through:

- Department for Child Protection
- Strong Families Forums
- Department of Housing
- Department of Education
- Department of Corrective Services
- You can refer yourself

You will need to complete the consent form below for a referral to be made.

### Indigenous Family Program (IFP)

#### CONSENT FORM

As a voluntary participant in the Indigenous Family Program:

I/We \_\_\_\_\_

of address \_\_\_\_\_

Authorise the \_\_\_\_\_

(referring agency)

to disclose information to Centrecare Djooraminda for the duration of my/our voluntary involvement within the IFP. This includes relevant details and information related to my/our family and children. I/We also authorise Centrecare Djooraminda to disclose relevant information to the referring agency about my/our involvement in the program. At termination of my/our involvement with the IFP or at any other time of my/our choosing, this authority will immediately come to an end.

Signature: \_\_\_\_\_

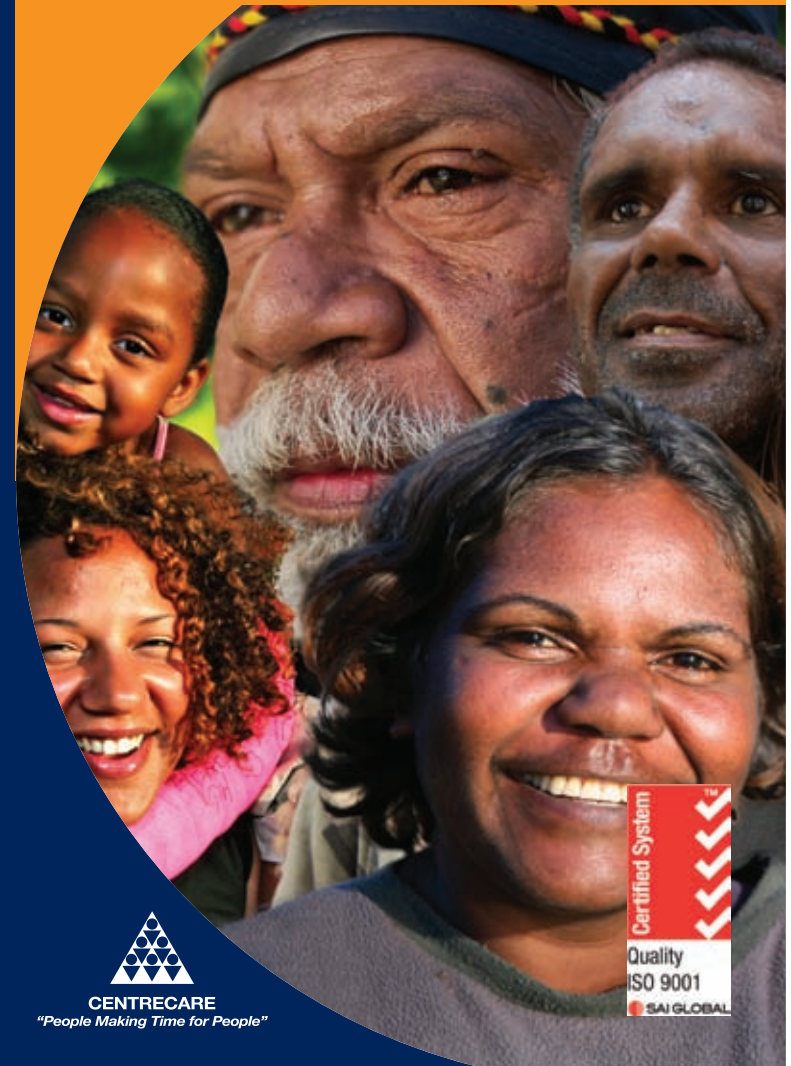
Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

# when

## you and your family want to be in control of your life

a Centrecare service providing culturally sensitive support and counselling to Aboriginal and Torres Strait Islander families



If you live in the metropolitan area of Perth and need assistance for you and your family to effectively deal with trauma and other issues - Centrecare



Djooraminda can help you in making positive decisions and linking your family into community support services to help you take control of your life.

### Do you or your family need help with:

- keeping your children and family safe;
- dealing with trauma;
- coming to terms with grief and loss;
- accessing education;
- reducing offending behaviour;
- decreasing alcohol and substance abuse;
- improving family relationships;
- getting and keeping appropriate, safe and secure housing;
- accessing suitable community and government services;
- financial problems?

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

# when...

## ...your family wants to be safe and strong

**Centrecare Djooraminda's Indigenous Family Program (IFP)** is a culturally sensitive service designed to provide support, information and assist you to keep your children and family members safe.

An IFP Community Caseworker will visit you at home. We will work with you, your family and extended family on your own goals. We will help you to identify your needs and issues and refer you to community and government services if necessary. We will also assist you develop your knowledge, skills and confidence to deal with crises as they occur.

By participating in the program you will receive:

- home visits every week, or more often if required;
- assistance in dealing with the referral issues;
- assistance to identify and manage the changes you want to make;
- counselling for yourself and other family members;
- referral or help with accessing and dealing with other agencies, if required;
- assistance in resolving conflict, differences or disputes with other agencies.

***The Indigenous Family Program is a service funded by the Department for Child Protection***



### ***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.

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.