

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

making contact

If you would like Centrecare Djooraminda FES to help, ask your Support Worker to refer you to the program. The Support Worker can arrange a time for a Family Support Worker from FES to visit you at home.

You will need to complete the consent form below. Alternatively, you can contact FES directly on the telephone number below, or mail the signed consent form to Centrecare Djooraminda, Lockridge and include your telephone number for us to contact you.

Centrecare Djooraminda (08) 9378 2522

Family Enhancement Service CONSENT FORM

As a voluntary participant in the
Family Enhancement Service:

I/We _____

of address _____

authorise the _____

(referring agency)

to disclose information to Centrecare for the duration of my/our voluntary involvement within the Family Enhancement Service, relevant details and information related to my/our family and children. I/We also authorise Centrecare to disclose relevant information to the

_____ (referring agency) about my/our involvement with Centrecare. At termination of my/our involvement with the Family Enhancement Service or at any other time of my/our choosing, this authority will immediately come to an end.

Signature: _____

Signature: _____

Date: _____/_____/_____

when you want to enhance the wellbeing of your children

a Centrecare service for
Aboriginal and Torres Strait Islander
families to ensure the safety and
wellbeing of their children



CENTRECARE
"People Making Time for People"

If you live in the metropolitan area of Perth, and have children aged 0-12 years, then Centrecare

Djooraminda has an intensive outreach service that may be able to support you to enhance your family's strengths and ability to care for your children.



Are you:

- feeling pressured to be a better parent;
- feeling overwhelmed with your child/ren's behaviour and actions;
- feeling alone and unheard;
- finding it difficult to maintain a safe, stable and secure home;
- caring for your grandchildren and finding it tough;
- unable to find suitable adults to supervise your children appropriately;
- allowing your children to be exposed to drinking or drug-taking; and/or
- finding it difficult to feed and clothe your children?

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

when...

...you want to enhance the wellbeing of your children

Centrecare Djooraminda's Family Enhancement Service (FES) is an intensive outreach support service for Aboriginal and Torres Strait Islander families who need help to ensure the safety and wellbeing of their children.

A Support Worker will work with you to help build on your strengths as a parent and develop your skills, knowledge and confidence to be the best parent you can be. We will also help you access necessary community and government services to meet identified needs and issues.

By participating in the program you will receive:

- home visits every week or more often if required;
- assistance in dealing with referral issues;
- assistance to identify and manage the changes you want to make;
- practice in strategies to improve your ability to take care of your children; and
- referral or help with accessing and dealing with other agencies if required.

This service is 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.



Artwork by Donna Pickett

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