

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

making contact

If you would like the FSS to help, ask your DCP Case Worker to refer you to the program. Your DCP Case Worker will talk with you and arrange a time for an FSS Caseworker to visit you at home.

You will need to complete the consent form below.

Centrecare Djooraminda (08) 9378 2522

Family Support Service CONSENT FORM

As a voluntary participant in the Family Support Service:

I/We _____

address _____

authorise the _____

(referring agency)

to disclose information to Centrecare for the duration of my/our voluntary involvement within the FSS, 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 FSS or at any other time of my/our choosing, this authority will immediately come to an end.

Signature: _____

Signature: _____

Date: ____/____/____

when you need help to keep your children safe

a Centrecare service for
Aboriginal and Torres Strait Islander
families wanting to keep their
children safe at home



Quality
ISO 9001
SAI GLOBAL



CENTRECARE
"People Making Time for People"

If you live in the metropolitan area of Perth and need support to ensure your children are not taken into Department for Child Protection (DCP) care, then Centrecare

Djooraminda has an outreach service that may be able to help you to keep your children with you at home.



Are you:

- a parent or relative carer whose children are at risk of being taken by Department for Child Protection (DCP);
- unsure of what is needed to ensure your children are safe from harm;
- in need of support to help your family be the best it can;
- looking for ways to build your family's capacity to cope with life's challenges;
- feeling alone and unheard;
- feeling overwhelmed with the responsibilities of children and family;
- finding it difficult to maintain a safe, stable and secure home;
- wanting support that understands how difficult it can be to communicate with government agencies; and/or
- looking for a service that is culturally sensitive, for Aboriginal and Torres Strait Islander families?

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

when...

...you want to keep your children safe

Centrecare's Family Support Service (FSS) is a confidential outreach counselling and support service for Aboriginal and Torres Strait Islander families at risk of having their children removed from their care.

An FSS Community Caseworker will work with you to help keep your children safely at home. We will help you access necessary community and government services to meet identified needs and issues. 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; and
- referral or help with accessing and dealing with other agencies, if required.

This service is funded by the Department for Child Protection



CENTRECARE

"People Making Time for People"

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.

