

making contact

If you are interested in Centrecare's Family Accommodation Services, referrals can be made through:

- Department of Housing;
- Department of Child Protection;
- other agencies, or
- you can refer yourself.

To find out more about the service or to make a referral, please call (08) 9325 6644 and ask to speak to the Client Liaison Officer. You will need to complete the consent form below for a referral to be made.

Centrecare Family Accommodation Service CONSENT FORM

As a voluntary participant in the
Family Accommodation Service:

I/We _____

of address _____

authorise the _____

(referring agency)

to disclose information to Centrecare for the duration of my/our voluntary involvement within the accommodation 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: ____/____/____

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 and your family are homeless and need a home

a Centrecare service for
Aboriginal families seeking long term
accommodation



Certified System
TM

Quality
ISO 9001
SAI GLOBAL



CENTRECARE

"People Making Time for People"

MENCORP 5902



Centrecare's Family Accommodation Service provides safe accommodation and support for Indigenous and Torres Strait Islander families who are homeless or about to become homeless.

Are you:

- seeking support and accommodation;
- facing eviction and at risk of losing your home;
- homeless and staying with family/friends or wherever you can;
- having difficulty finding a home because of previous tenancy problems;
- unable to access or afford private rental accommodation; and/or
- struggling with your tenancy responsibilities?

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

when...

...you want to return to independent housing

Centrecare's Family Accommodation Service can support you to overcome the difficulties you may have had before in keeping a home. We will work with you, your family and extended family to develop a support plan that works for you. Ongoing support and accommodation however, will be conditional on meeting the terms of the support plan and tenancy agreement.

If accepted into this program you will receive:

- accommodation with a tenancy agreement;
- home visits every week, or more often if required to assist with your support plan;
- counselling for yourself and other family members;
- assistance with budgeting; and
- referral to or help with accessing other agencies where required.



This service is funded under the joint Commonwealth/State funded National Affordable Housing Agreement



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 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.