

## making contact

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

- Department of Housing;
- Department for 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 to Centrecare for the duration of my/our voluntary involvement within the accommodation service, relevant details and information related to my family and children; and also authorise Centrecare to disclose relevant information to the

\_\_\_\_\_

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

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

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

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

## about Centrecare

Centrecare is a not-for-profit organisation delivering quality professional counselling, support, mediation and training services.

### 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

### Gosnells

2302-2308 Albany Highway  
Gosnells WA Australia  
(08) 9498 9200  
gosnells@centrecare.com.au

### Victoria Square

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

### Esperance

Suite 1 & 3 Radio House  
8-10 William Street, Esperance WA 6450  
(08) 9083 2600  
esperance@centrecare.com.au

### Goldfields

7-9 Dugan Street, Kalgoorlie WA 6430  
(08) 9091 1833  
goldfields@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) 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



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

Mencorp 5902

# when you and your family are homeless and need a home

a Centrecare service that provides culturally appropriate support to Aboriginal families seeking long term accommodation



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



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;
- 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
- referral to or help with accessing other agencies where required

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



CENTRE CARE  
"People Making Time for People"



### ***Is this service private and confidential?***

Counselling is confidential and all counsellors are bound by our Commitment to Confidentiality and Oath or Affirmation of Secrecy for Family and Child Counsellor. 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 counsellors qualified?***

All our counsellors are professionally qualified and meet the requirements of the Family Law Act. They receive ongoing professional development and supervision.

### ***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 the reception desk.

Alternatively, you may also wish to write or speak to the Manager at your branch.