

making contact

For more information or to make an appointment, telephone Centrecare on (08) 9091 1833. Day and evening appointments are available. Services are available in:

Kalgoorlie/Boulder
Coolgardie
Kambalda
Menzies
Leonora
Laverton and
Norseman



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

Mirrabooka
12 Brewer Place, Mirrabooka WA 6061
(08) 9440 0400
receptionm@centrecare.com.au

Cannington
22 Pattie Street, Cannington WA 6107
(08) 9451 1100
receptionc@centrecare.com.au

Lockridge
36 Arbon Way, Lockridge WA 6054
(08) 9378 2522
reception@djooraminda.centrecare.com.au

Joondalup
First Floor
85 Boas Avenue, Joondalup WA 6027
(08) 9300 7300
joondalup@centrecare.com.au

Goldfields
7-9 Dugan Street, Kalgoorlie WA 6430
(08) 9091 1833
centrecare@goldfields.centrecare.com.au

Southwest
103 Clarke Street, Bunbury WA 6230
(08) 9721 5177
office@southwest.centrecare.com.au

Esperance
Suite 1 & 3 Radio House
8-10 William Street, Esperance WA 6450
(08) 9071 1955
centrecare@goldfields.centrecare.com.au



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

when

caring for a person suffering from mental ill health

a Centrecare service for people caring for someone who has serious or persistent mental illness



Most people with a mental illness now live within the community – the majority cared for by family and friends. Caring for a person with a mental illness can be fulfilling, however it can also be complex and challenging. Talking with someone

can offer you the opportunity to discuss your concerns in a confidential and supportive environment and provide you with information about the services which are available to you.



As a carer, do you:

- experience stress
- feel depressed
- feel isolated
- feel a sense of grief and loss
- have feelings of guilt
- have concerns about your own physical and mental health
- worry about the future
- have no-one to listen to you and understand you
- sometimes feel as if you aren't coping
- want to know more about what services are available to you

If you answer 'yes' to any of the above, or would like more information about mental illness and available supports, then this service could help you.

The Centrecare Goldfields Carer Support Service

provides counselling, support and information to individuals, couples and families who care for a person with severe or persistent mental ill health.

Counselling can provide you with the opportunity to express your feelings and thoughts in a non-judgemental and confidential environment. You may want to discuss:

- the impact of being a carer on your life
- your options
- how you are coping
- how to learn to develop strategies to maintain your own well-being.

The counsellor will also provide you with information about mental illness and resources within the community that may be able to assist you.

Telephone consultation or counselling is also available. In some circumstances home visits can be arranged.

Groups which offer support and the opportunity to exchange information and experiences with other carers are also provided. Sharing ideas and coping strategies in this setting can assist you in feeling less isolated and expanding your support network.

How long is a session?

One-to-one counselling sessions last 50 minutes.



Are the counsellors qualified?

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

Is the 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 Counsellors. 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. Your counsellor will explain this in more detail at your first appointment.

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 talk to the Program Manager of Centrecare Goldfields Carer Support Service in Kalgoorlie.

This service receives funds from the