

## about centrecare

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

## 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
- Coolgardie
- Kambalda
- Menzies
- Leonora
- Laverton
- Norseman



- Perth** 456 Hay Street, Perth WA 6000  
(08) 9325 6644  
perth@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) 9398 6177  
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** U17, 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
- Victoria Square** 25 Victoria Square, Perth WA 6000  
(08) 9221 1727  
victoriasquare@centrecare.com.au
- Esperance** Suite 1 & 3 Radio House  
8-10 William Street, Esperance WA 6450  
(08) 9071 1955  
esperance@centrecare.com.au
- Goldfields** 7-9 Dugan Street, Kalgoorlie WA 6430  
(08) 9091 1833  
goldfields@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



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

# when you have financial difficulties

a Centrecare service for  
people wanting to better  
manage their finances



From time to time most people experience financial worries and difficulties of some sort. What we do about it and how it affects those close to us can be different for each person. This service can provide you with the practical assistance and support you may need.



### Have you:

- found your finances have become unmanageable;
- found you owe money;
- found you want to better organise your finances;
- found you want to pay bills on time;
- lost your job?

### Would you like to:

- get on top of your finances;
- sort through your bills;
- better manage your income;
- reduce your spending;
- pay your bills on time;
- maintain your tenancy;
- have an advocate talk to debtors- organisations to which you owe money (e.g. Bank, Synergy, Water Corp, Alinta Gas);
- find out more about bankruptcy;
- access payment schemes and entitlements;
- apply for a No Interest Loan Scheme (NILS)?

If you have answered 'yes' to any of the above, then this service can help you.

## when you want things to be different

### Centrecare's Goldfields Financial Counselling Service

provides confidential counselling support and educational programs for people experiencing financial difficulties. Services are available in Kalgoorlie, Coolgardie, Kambalda, Menzies, Leonora, Laverton and Norseman.

### Individual, couple or family counselling

Counselling is a confidential way for you to discuss your issues and concerns. The counsellor can help you to identify specific goals and strategies for effectively dealing with your financial situation. Together, you will discuss your options and determine whether your counsellor may need to talk to another person on your behalf.

### Groups and Workshops

Centrecare also provides financial management workshops for community groups and schools.

### How long is a counselling session?

Generally, counselling sessions last 50 minutes.

**This service is funded by the Department of Child Protection**



### Is this service private and confidential?

Counselling is confidential and all counsellors are bound by our Commitment to Confidentiality and Oath of Affirmation of Secrecy for Family and Child Counsellor. However, there are limits to confidentiality, required by law and these are when there is:

- immediate or grave danger to the subject or others (eg if one has reason to believe that the subject is suicidal or homicidal);
- recent or ongoing child abuse;
- recent or ongoing abuse of a dependent adult;
- diseases or conditions subject to mandatory public health reporting;
- serious crime.

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 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 reception.

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

