

about centrecare

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

when living in Department of Housing and Works accommodation isn't easy

a Centrecare counselling and support service for Department of Housing and Works tenants

making contact

To find out more about the program or to be referred, telephone your Housing Service Officer

Cannington: (08) 9356 0444
 Armadale: (08) 9497 1600

referral form

To be referred to this program, please complete the form below and submit it to your local Housing Service Officer at the Department of Housing and Works.

As voluntary participant(s) in the Supported Housing Assistance Program (SHAP) between the Department of Housing and Works and Centrecare

I/We _____

of address _____

authorise the Department of Housing and Works to disclose to Centrecare for the duration of my/our voluntary involvement within SHAP, relevant details related to my current tenancy.

At the termination of my involvement with SHAP or at any other time of my choosing, this authority will immediately come to an end.

Signature: _____

Signature: _____

Date: _____

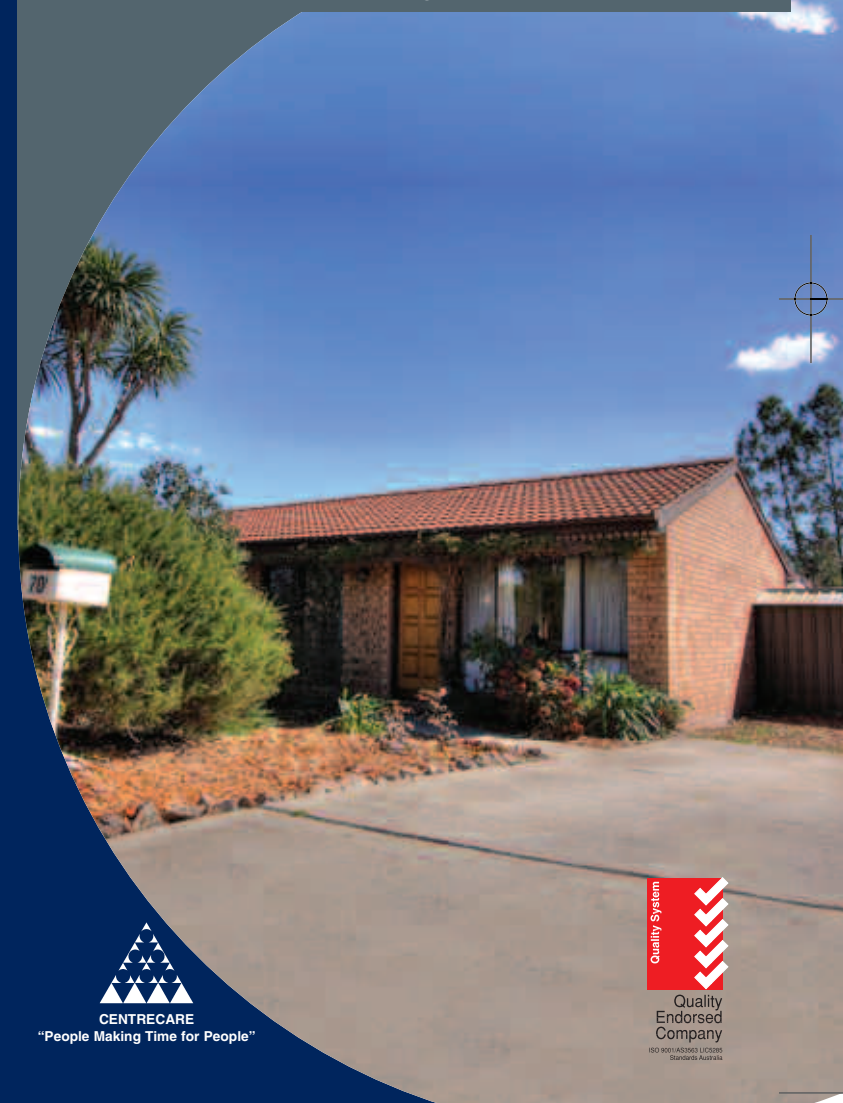
- Perth** 456 Hay Street, Perth WA 6000
(08) 9325 6644
perth@centrecare.com.au
- Cannington** 22 Pattie Street, Cannington WA 6107
(08) 9451 1100
cannington@centrecare.com.au
- Gosnells** 2302-2308 Albany Highway
Gosnells WA Australia
(08) 9398 6177
gosnells@centrecare.com.au
- Joondalup** First floor
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"



Quality System
 Quality Endorsed Company
 ISO 9001:2008 CERTIFIED
 Standard Australia

Are you living in Department of Housing and Works (DHW) accommodation (South-East Metropolitan Region of Perth) and experiencing problems that are beginning to affect your tenancy? If you answer 'yes' to any of the questions below then Centrecare's Supported Housing Assistance Program (SHAP) may be able to help you.



are you:

- behind in your rent;
- having problems getting along with your neighbours;
- having neighbours complain about you;
- having trouble meeting Department of Housing and Works property standards;
- overcrowding your Department of Housing and Works house;
- having problems with visitors;
- having visitors damage your Department of Housing and Works house;
- regularly receiving breaches from the Department of Housing and Works;
- facing eviction;
- having difficulty speaking with your Housing Service Officer;
- having your Housing Service Officer visit you all the time;
- feeling stressed because of any of the above?

when you want to honour your tenancy obligations

Centrecare's Supported Housing Assistance Program

aims to help DHW tenants meet their tenancy obligations and responsibilities through assistance and support. It is possible your Housing Service Officer has already suggested you take part in this program, or you may be interested in referring yourself.

If you want to take part you will need to speak to your Housing Service Officer who will arrange for you and your family to meet with Centrecare Case Workers. Your Housing Service Officer will also be present at this meeting, during which time there will be joint discussion as to how the program could help you and your family overcome the problems which may have caused you to be in your current situation.

By participating in the program, you will receive:

- home visits every week, or more often if required;
- assistance in dealing with the problems or issues as identified by the DHW, yourself and/or other household members;
- assistance to resolve conflict, differences or disputes with the DHW;
- counselling for yourself, other family members and friends living in the house, as required;
- assistance with budgeting;
- referral or help with accessing and dealing with other agencies, if required.

This program is funded by the Department of Housing and Works

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.

