

when

you're separating
and need
family dispute resolution

a Centrecare service for
families experiencing
separation and divorce



Quality
ISO 9001
SAI GLOBAL

about Centrecare

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

Perth

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enquiries@centrecare.com.au

Cannington

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Esperance

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Goldfields

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(08) 9091 1833
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Joondalup

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Lockridge

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Midland

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Mirrabooka

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Southwest

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



CENTRECARE
"People Making Time for People"

making contact

To make an appointment telephone one of our central referral numbers below. You will be offered an individual appointment to meet with a Family Dispute Resolution Practitioner. They will assist you by providing information about the process and assess your individual needs.

Metropolitan (08) 9440 0400
Goldfields (08) 9091 1833



CENTRECARE
"People Making Time for People"

Separation can be a difficult time for families, particularly for children who are often confused about changes in their lives. Centrecare Family Dispute Resolution focuses on children. They also assist couples and families communicate

effectively and reach agreements in relation to the needs of children and/or resolve property matters.



Where appropriate, children are invited to meet with Centrecare's Child Consultant who will listen to the children's feelings and views. The Child

Consultant will provide feedback to parents on a separate occasion with the

assistance of a Family Dispute Resolution Practitioner. Children's feedback helps parents and carers to develop parenting plans that are in their child's best interests.

Extended family members, including step parents and grandparents, may also access Family Dispute Resolution.

Benefits of Family Dispute Resolution:

- Children are the primary focus
- Less costly and stressful than going to court
- Having control over decisions affecting you and your family
- Resolving differences so you can get on with your life
- Finding solutions you can live with
- Having your point of view heard
- Being in a confidential, safe and neutral place in which to discuss parenting and financial issues
- Reaching agreements respectfully.

when...

...solutions can be found through family dispute resolution

Family Law changes

Family Law has changed. The Family Law requires parents to attempt to resolve issues related to their children through Family Dispute Resolution (or a similar service) before being able to initiate proceedings in the Family Court. Exceptions could apply to this rule such as family violence or urgent matters.

How many sessions will I need?

Each person will attend a minimum of one individual session and according to your needs a joint session may be offered. Further sessions will be negotiated as you go along. Where children are involved, a "Child In Focus" seminar is offered and most parents find this very helpful in supporting their children to manage the separation process.

Are agreements legally binding?

Any agreements made during the Family Dispute Resolution process are not legally binding. Agreements in relation to property and/or parenting plans can however be registered in the Family Court. We recommend that you talk to a legal practitioner during the process of Family Dispute Resolution.

This service is funded by the Department of Families, Housing, Community Services and Indigenous Affairs.

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.

