

making contact

For more information or to make an appointment, telephone Centrecare on the phone number below.

Day and evening appointments are available.

Cannington (08) 9451 1100

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

"People Making Time for People"



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



CENTRECARE
"People Making Time for People"

Mencorp 5901

when

you need assistance settling in Australia

a Centrecare service assisting refugees



Quality
ISO 9001
SAI GLOBAL

Centrecare's Settlement Grants Program (SGP) provides support to former refugees after completion of the Integrated Humanitarian Settlement Strategy service for up to five years after arrival.



SGP is a free service that can provide information, support and advocacy for all settlement related matters. The service helps with accessing mainstream and Culturally and Linguistically Diverse (CaLD) services.

If you need help with:

- knowing your rights and responsibility as a tenant;
- information and support in seeking a rental property;
- accessing health and welfare services;
- youth specific assistance;
- assistance and referral for financial matters;
- ongoing case work including advocacy;
- workshops on tenancy and budgeting.

If you answer "yes" to any of the above questions, then this service may be of help to you.

when... ...you need assistance settling in Australia

Centrecare's Settlement Grants Program provides the following services:

- telephone interpreters for appointments and language support for some workshops
- youth specific workshops through various high schools
- youth specific holiday camps and activities
- Case Workers in Perth and the South/East metro area

This service is funded by the Department of Immigration and Citizenship

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.



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