

## making contact

For more information or to make an appointment, telephone Centrecare on one of the phone numbers below. A referral form will be sent to you and it will need to be completed prior to your first appointment. Day and evening appointments are available in most offices.

**Perth** (08) 9325 6644  
**Joondalup** (08) 9300 7300

YOISS service area includes;

City of Wanneroo – Alexander Heights, Alkimos, Ashby, Banksia Grove, Butler, Carabooda, Carramar, Clarkson, Darch, Eglinton, Girrawheen, Gngangara, Hocking, Jandabup, Jindalee, Koondoola, Landsdale, Madeley, Marangaroo, Mariginiup, Merriwa, Mindarie, Neerabup, Nowergup, Pearsall, Pinjar, Quinns Rocks, Ridgewood, Sinagra, Tamala Park, Tapping, Two Rocks, Wangara, Wanneroo, Woodvale and Yancheap.

City of Joondalup – Beldon, Burns Beach, Connolly, Craigie, Currambine, Duncraig, Edgewater, Greenwood, Heathridge, Hillarys, Iluka, Joondalup, Kallaroo, Kingsley, Kinross, Marmion, Mullaloo, Ocean Reef, Padbury, Sorrento, Warwick and Woodvale.



**CENTRECARE**

*"People Making Time for People"*

## 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**

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

# when

## you want support to sort things out

### a Centrecare service for young people aged 10-18yrs and their families



Quality  
ISO 9001  
SAI GLOBAL



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# when...

## ...you want things to be different

Being an adolescent is not always easy. Young people often face difficult situations or decisions. You may be having problems with the law, family members, school or other young people. If this sounds like you and would like someone to listen, a Youth Outreach and Individual Support Service (YOISS) worker can help.



### Are you:

- getting into trouble with the law;
- not going to school regularly;
- worried about you or your friend's drug and alcohol use;
- feeling like no-one listens;
- feeling sad or angry;
- having trouble looking for work or somewhere to live;
- feeling alone or like you don't belong;
- fighting with your parents;
- being bullied, abused or harassed;
- interested in getting involved in community events?

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

**Centrecare's Youth Outreach and Individual Support Service (YOISS)** provides counselling and support to young people aged 10-18yrs who have come into contact with the justice system. If you live in the North/West corridor of Perth and would like some support or someone to talk to, then this service might be for you.

A YOISS worker will visit you at your school, at home or in a comfortable place to talk and help you sort things out. The Worker can also:

- talk to other people on your behalf
- help you develop job skills
- help you find education and training opportunities
- assist you to work things out with family, friends, school or community

This is a FREE service.

### Individual or family counselling

Counselling is a confidential way for you to discuss your issues and concerns. It can also help you to identify specific goals and strategies for effectively dealing with situations and problems.

### Groups and workshops

Centrecare offers a variety of groups and workshops.

***This service is funded by the Department of Corrective Services.***

### ***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.

