

# Centrecare

People Making Time for People



CENTRECARE

People Making Time for People



# Contents

<b>Organisational Chart</b>	<b>2</b>
<b>Chairperson's Report</b>	<b>4</b>
<b>Director's Report</b>	<b>5</b>
<b>Services</b>	<b>6</b>
<b>Metropolitan</b>	<b>6</b>
<b>Goldfields</b>	<b>22</b>
<b>Southwest</b>	<b>30</b>
<b>Financial Statements</b>	<b>34</b>
<b>The People of Centrecare</b>	<b>36</b>
<b>Location Details - back cover</b>	

## When to know about Centrecare

### **Purpose/Mission**

The purpose of Centrecare is to provide excellent, respectful and caring services which encourage all persons to develop to their full potential. Centrecare is a not-for-profit organisation.

### **Values**

The people of Centrecare, in providing services, always seek to demonstrate their belief in the intrinsic worth of all persons by respecting differences, cherishing individuality and nourishing dignity. Centrecare is people making time for people.

### **Services**

Centrecare delivers over 30 professional and specialised accommodation, counselling, support, mediation, emergency relief, education and training services from office locations in Perth, Mirrabooka, Joondalup, Carlisle, Kalgoorlie, Esperance and Bunbury. A new office is due to open in Cannington in the near future. Outreach and visiting services are also available in surrounding country areas and affiliate offices are located throughout the rest of Western Australia and nationally. Services are available to all without discrimination on the basis of age, gender, race, religion, physical disability, marital or social status. All staff members are experienced professionals with qualifications in psychology, social work, counselling and the social sciences.



# Organisational Chart

## Management Committee Kalgoorlie

### Manager Goldfields Centrecare

- ACCESS Programs
- Community Drug Service Team
- Domestic Violence Advocacy and Support
- Domestic Violence Perpetrators Program
- Family Mental Health Care
- Financial Counselling Service
- Family Relationship Services Program
- Spouse Abuse Counselling and Education
- Supported Housing Assistance Program
- Victim Support Service Kalgoorlie-Boulder
- Victim Support Service Esperance

### Manager Centacare Bunbury

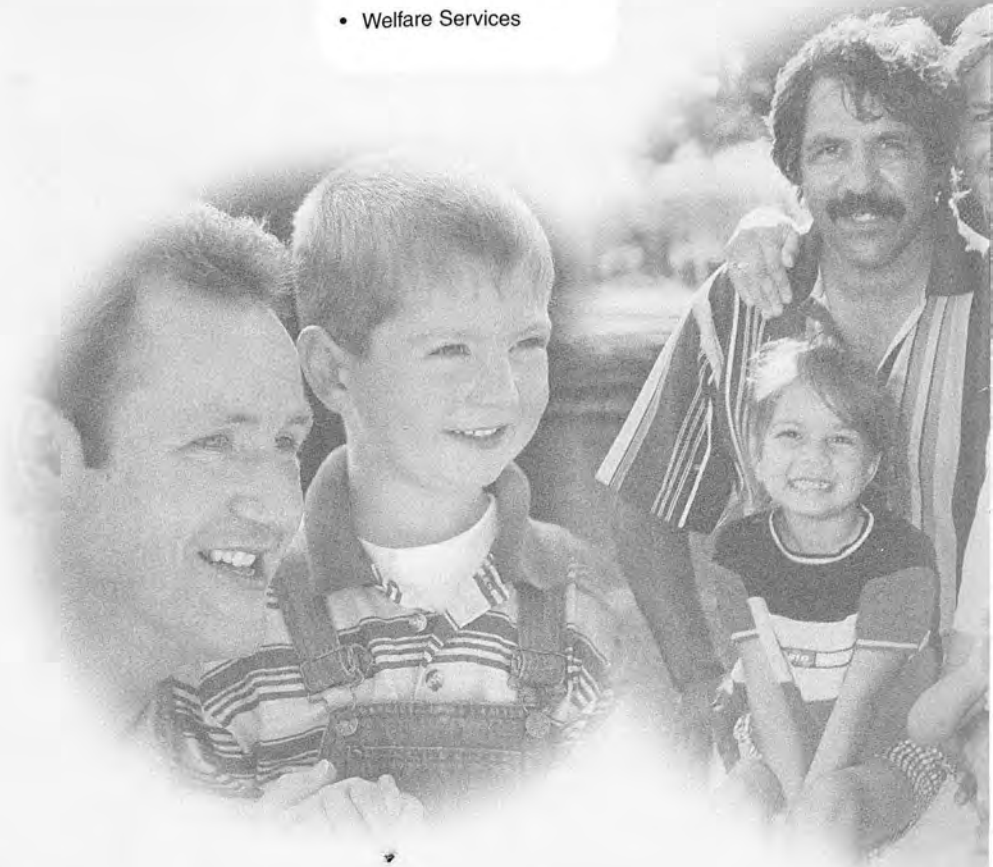
- ACCESS Programs
- Consultancy and Supervision
- Family Support Program
- Loss and Grief Services
- Schools Program
- Training Services

### Manager Parent-Adolescent-Family and Accommodation Services

- Community Housing Program
- Crisis Accommodation Program
- Adolescent Mediation and Family Therapy (CY)
- Parent Teen Link Joondalup
- Parent Teen Link Perth
- SOLID
- Supported Accommodation Assistance Program
- Supported Housing Assistance Program
- Welfare Services

### Manager Corporate Services

- ACCESS Employee Assistance Programs
- Brief Therapy Service
- Consultancy and Supervision
- Development of New Initiatives
- Mediation Training
- Narrative Therapy
- Organisational Services
- Schools Programs
- Training Services



**Roman Catholic Archbishop of Perth**

**Board of Management**

**Director**

**Manager**  
Counselling Programs

- BreakEven
- Family Abuse Program
- Family and Relationship Counselling
- Men in Family Relationships
- Post Abortion

**Manager**  
Centrecare Mirrabooka

- Family and Child Mediation
- Family Oriented Counselling and Education Service
  - Counselling
  - Family Link
  - Family Skills Training Program
- Parent Link Home Visiting Service

**Manager**  
Administration and Marketing

- Administration
- Computing
- Customer Service
- Library
- Marketing and PR
- Quality Assurance

**Manager**  
Finance and Human Resources

- Finance
- Human Resources
- Purchasing

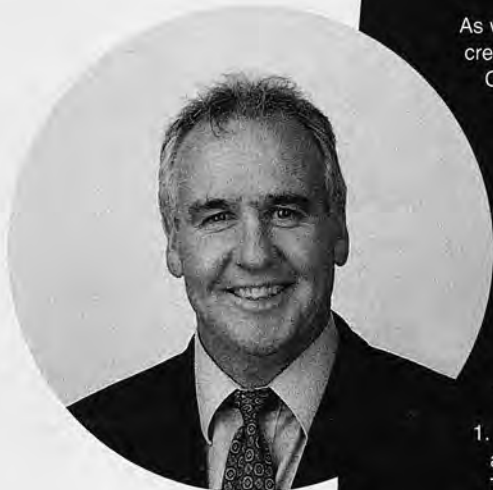


**CENTRECARE**

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[www.centrecare.com.au](http://www.centrecare.com.au)



# Chairperson's Report



As we recap on another eventful year, it is important to pay tribute to those committed and creative staff who have contributed to the ongoing success and mission of the agency.

Centrecare would not enjoy the superb reputation it does without the professionalism, energy and inspiration of its people and their dedication to the agency's ethos and mission of encouraging all people to develop to their full potential.

The range and scope of Centrecare's work is impressive by any account. The quality of service and staff excellence is one of which the Board is justifiably proud. The significant reputation Centrecare has earned over the years with funding bodies, government agencies, the general community and in the professional arena remains a source of encouragement. We appreciate the confidence funding agencies continue to show in Centrecare's ability to deliver high quality and excellently run services which meet high standards of accountability.

Of the many success stories over the last year, three especially stand out in my mind. These are:

1. The launch of 'Behind the Smiles', a collaborative and deeply moving publication produced by a number of very brave and dignified women who relay their experiences of domestic violence. The stories, verse and pictures are very powerful, compassionate and liberating.
2. The significant amount of work Centrecare has done in the area of homelessness and housing. This encompassed the total scenario – from providing individual and particular assistance with maintaining accommodation and keeping families together, to working with the State Housing Authority on policy and practice issues. At the National level Centrecare was involved in working towards to a systematic and considered approach to Homelessness.
3. The large number of highly experienced staff members who are experts, specialists and pioneers in their fields of work.

On behalf of the Board, I would like to sincerely thank Tony Pietropiccolo and his team for all their efforts throughout the year. During 2000 Tony was also appointed the President of WACOSS and we commend him for his hard work and efforts.

Thanks also to Board members Stephen Walker, Kevin Wringe, Shauna Deane, David Pires, Fr. Tony Pires, Laurel Sellers and to Kim Cox for their continued participation, motivation, knowledge and willingness to work as a committed team. I further extend my thanks to the Management Committee in Kalgoorlie who have continued to provide advice and support during a period of transition and personnel changes. Particular appreciation goes to Helen Kemp, the former manager of Goldfields Centrecare, who has left us to return to the eastern states. Helen was responsible for the significant growth and progress of Centrecare's services in the Goldfields region, including establishing the branch office in Esperance.

Archbishop Hickey has also maintained an interest in the progress of Centrecare and has offered respected suggestions and advice to the Director and Board.

Although the pace has been hectic, the Board and Director have been careful to remain true to the Centrecare belief and commitment to work for a more just and compassionate world and in giving service to the disadvantaged and marginalised people in our community.

Next year promises to be as frantic, at least as exciting and no less challenging as this one. We face the future with a mixture of exhilaration, enthusiasm, anticipation and expectation. The building of new premises in Cannington in the second half of the year will be a major event. Development of new business opportunities on a more commercial footing is a major shift and a challenge for the way in which we have previously operated.

All in all, we look to the future with confidence and pride.

Thank you to everyone for your continued support and kindness.

Martin Gribbon  
Chairperson



# Director's Report

Every year brings with it change. It's as if we are not meant to stand still and smell the roses.

Standing still long enough to hear the needs of our community and to carefully reflect on how these needs may best be addressed, is not an easy task. Certainly not within an environment like that which we faced in the year 2000. During the year, Centrecare had to accommodate the GST, review its fringe benefits tax arrangements, respond to increasing demands for accountability, adjust to a complex industrial environment and deal with an unpredictable income base.

Despite these demands, Centrecare was able to continue to provide a large range of much needed and highly sought after services. New programs were established in the metropolitan area and in the Goldfields. These included the provision of specialist support for men in relationships, a consolidation of Centrecare's work with perpetrators of domestic violence and a preventative program for youth at risk. A visiting counselling service was established to provide support to individuals and families in Collie as well as an extension of the community drug counselling program in the Goldfields. Centrecare's plan to establish an office in Cannington was developed further, with an expected start on the building in 2001.

The agency was very privileged to help initiate and bring to conclusion the publication of a book called *Behind the Smiles*. The book, written and illustrated by women who had participated in one of Centrecare's domestic violence support groups, described the experience of domestic violence through the eyes of the authors. The book was inspired by the suggestion of staff member Suzie Herbert who was also pivotal to its success. The publication would have been very difficult without the generous help of the Fieldman Foundation.

Centrecare's Corporate Services continued its development. Much effort was expended ensuring that its employee assistance program, ACCESS Programs, remained at the forefront of service provision, in what is a very competitive area of work. The agency's training programs to professionals and others have been further developed and refined. Centrecare now offers an extensive, integrated range of services to organisations, including workplace and commercial mediation.

January 2000 saw Centrecare conclude ten years of occupancy at 456 Hay St, Perth. All associated with the agency and their partners celebrated this event and the end of the second millennium, at a very special function held at the Burswood Resort Hotel. Staff members Prue Gargett and Ian Percy were especially honoured for their ten years of continuous service with Centrecare. Laurie Turner was also previously thanked for his outstanding ten year's of service. The occasion was both memorable and fun. We finally allowed ourselves time to smell the roses and hear the music.

The content of this annual report helps us to understand the variety and complexity of the work undertaken by Centrecare staff and volunteers. To them my many thanks and sincere admiration. The quality of their work is unparalleled and their commitment to the wellbeing of the agency's clients is beyond question. Their mutual support, genuine concern and warmth are felt by all who come to Centrecare.

Centrecare's Board of Management, chaired by Martin Gribbon, continues to be a source of great support, encouragement and wisdom. Its faithfulness to the agency's mission and its ethos of service provides the agency with great confidence and an important point of reference. The Board's long term vision, willingness to accept new challenges and to walk untrodden paths provides the agency with both stability and strength. My sincere thanks go to the Board members for their generosity and care.

Centrecare's association with the Archdiocese of Perth continues to be highly valued. The agency remains loyal to the Catholic social teachings that inspired it. Archbishop Hickey's ongoing interest in the agency's work and his practical support, through the LifeLink fundraising program, is greatly appreciated.

The agency is also very appreciative of all those people who have generously provided their time to assist in a number of agency initiatives. It is essential to acknowledge the significant and crucial contribution made by the Lotteries Commission of WA and the large number of both federal and state departments that fund much of the work of the agency. These departments are individually acknowledged in the pages that follow.



Tony Pietropiccolo  
Director



# Metropolitan Services

Centrecare Perth, incorporating Perth, Mirrabooka, Joondalup, Carlisle and  
visiting Services

## Contents

### Accommodation and Support

Accommodation and Support for Homeless Families (SAAP).....	7
Long-Term Housing Options for Families (CAP).....	8
Outreach Counselling and Support for Ministry of Housing Tenants (SHAP).....	9

### Counselling and Support

Abuse and Violence in the Family (Family Abuse Program).....	10
Abuse and Violence – Services for Men through the Men's Helpline.....	11
Gambling Issues (BreakEven).....	11
Individuals and Couples on Low Incomes with Dependant Children (Family Link).....	12
Men in Family Relationships (Men's Shed).....	13
Parent-Adolescent Issues (CY).....	14
Parent-Teenager Conflict.....	15
Parents – Young Children (Parent Link Home Visiting Service).....	16
Personal, Relationship and Family Issues (Family and Relationship Counselling).....	16
Post Abortion (Loss and Grief).....	17
School Issues.....	17
Youth at Risk of Offending (SOLID).....	18

### Emergency Relief/Welfare Support

Welfare Services.....	18
-----------------------	----

### Mediation

Family Separations and Divorce (Family and Child Mediation).....	19
Parent-Adolescent Issues (CY).....	14

### Self Development Courses

Educational Courses in Life Skills for Families, Couples and Individuals (Family Skills Training and FOCES).....	19
--	----

### Training

Consultancy and Supervision.....	20
Training Services.....	20

### Organisational

Consultancy and Supervision.....	20
Critical Incident Debriefing (ACCESS Programs).....	21
Employee Assistance Programs (ACCESS Programs).....	21
Mediation.....	21
Training.....	20

# When you and your family have nowhere to live

## **ACCOMMODATION AND SUPPORT FOR HOMELESS FAMILIES – NOT EMERGENCY**

**Service Description:** Centrecare's Supported Accommodation Assistance Program (SAAP) provides medium-term housing (12 – 18 months) and support for up to 20 families who have nowhere to live or who are at risk of losing their homes. The Ministry of Housing, through the Crisis Accommodation Program (CAP), supplies the majority of housing to Centrecare. The aim of the SAAP and CAP programs is to provide families with interim accommodation as well as counselling and support services. These services endeavour to help families make positive changes in their lives, eventually helping them move into private or Ministry of Housing (Government) accommodation.

**Client Contacts:** 1465

**Main Issues for 2000:** The year 2000 saw SAAP staff receive 338 enquiries from families seeking accommodation. 220 of these families were assessed as suitable for an interview and 15 were placed into Centrecare housing. Centrecare has 27 houses in this program and each is always tenanted. Outreach support was provided to a further three families. Of rising concern is the ever-increasing rate of Aboriginal families seeking support from this program compared to any other cultural group. Aboriginal families occupy 60 per cent of agency housing.

Another major issue during the year was the increase in complaints against tenants. All complaints were made against Aboriginal families and while some were substantiated, the majority was not. The ramifications of having received many complaints was in having to spend an excessive amount of time in writing letters and meeting with local government authorities, neighbours, tenants and other community organisations. In fact, the financial cost of housing some families can be very high, despite Centrecare's tight management structure, adherence to the Residential Tenancies Act and intensive provision of counselling and support for tenants. A bond system was implemented during 2000 to help recover costs associated with possible property damage.

Other major issues during 2000 included the need to continue highlighting the huge shortage of housing for homeless families and accessible long-term and secure accommodation for families exiting the SAAP program. Many families accepted into SAAP have previously lived in Homeswest housing and were evicted due to outstanding debts or unacceptable behaviours. As a result, when they leave SAAP housing, they are generally unable to reenter Homeswest housing unless they have repaid their debts and worked through certain issues. Many families find it difficult to totally pay off their Homeswest debts within a 12 to 18 month period, the length of time they are in SAAP housing. However, on a positive note, Ministry of Housing's waiting lists have improved significantly for families seeking houses with three bedrooms or less.

**Brochure Title:** When you have nowhere to live

**Title:**

Supported Accommodation Assistance Program (SAAP)

**Funded By:**

Family and Children's Services (State Government)

**Location:**

Perth metropolitan area

**Telephone:**

(08) 9325 6644

**Email:**

saap@centrecare.com.au

**Website:**

www.centrecare.com.au



# When your family needs long term housing options

## LONG TERM HOUSING OPTIONS FOR FAMILIES

**Title:**

Centrecare Community Housing Program

**Funded By:**

Ministry of Housing and self-funded through rental income

**Location:**

Perth

**Telephone:**

(08) 9325 6644

**Email:**

housing@centrecare.com.au

**Website:**

www.centrecare.com.au

**Service Description:** Centrecare's Community Housing Program provides long-term housing options for families who have successfully exited the Supported Accommodation Assistance Program (SAAP) and for families who have difficulties accessing long-term safe and secure accommodation and who don't generally require ongoing support.

**Client Appointments:** Not applicable

**Main Issues for 1999:** The main issue in this program is Centrecare's inability to meet the constant demand for low cost affordable housing options for individuals and families. Centrecare currently has six properties in this program and has the capacity to increase and expand this program if funding were to prevail.

**Brochure Title:** N/A



# When living in Ministry of Housing accommodation isn't easy

## **OUTREACH COUNSELLING AND SUPPORT SERVICES FOR MINISTRY OF HOUSING TENANTS EXPERIENCING DIFFICULTIES IN MAINTAINING THEIR TENANCY OBLIGATIONS**

**Service Description:** Centrecare's Supported Housing Assistance Program (SHAP) aims to help Ministry of Housing (previously Homeswest) tenants meet their tenancy obligations and responsibilities through assistance and support. This is provided to them in the home and comprises budgeting assistance; counselling; referral or help in dealing with other agencies; and assistance in resolving conflict, differences or disputes with Ministry of Housing.

**Client Contact:** 1191 contacts

**Main Issues for 2000:** A major development during 2000 included the implementation of a style of service delivery aimed at helping tenants to become less dependent upon welfare and more responsible for their own actions and tenancies. For example, all household members are encouraged to work together to find their own solutions which will help them overcome the issues with which they are in conflict with MOH. In working this way, Centrecare staff remain neutral while also creating an environment which facilitates a better MOH/tenant relationship.

Of ongoing concern are issues facing Aboriginal people struggling with maintaining long-term stable accommodation. There are many underlying issues, generational and societal, and no easy short-term solution for some families and/or individuals. Furthermore, for many Aboriginal households, everything can go very well for a long time then something will happen such as an extended kin obligation which can have a disastrous impact upon a tenancy. The SHAP Program, however, with the support of the Ministry of Housing, allows it to have both a client-centred and culturally appropriate approach when working with clients.

Other developments have included a 25 per cent increase in referral assessments, thanks to staff working in other Centrecare programs; the ongoing promotion of the need to make more housing available to the growing homeless and imminently homeless in Perth; and discussing the need to find solutions for the clients experiencing mental health problems and those living in households where substance abuse exists.

**Brochure Title:** When living in Ministry of Housing accommodation isn't easy

**Title:**

Supported Housing Assistance Program (SHAP)

**Funded By:**

Ministry of Housing – Homeswest (State Government)

**Location:**

South East metropolitan area of Perth

**Telephone:**

(08) 9325 6644

**Email:**

shap@centrecare.com.au

**Website:**

www.centrecare.com.au

# When abuse and violence is an issue in your family

## ABUSE AND VIOLENCE IN THE FAMILY

**Title:**

Centrecare Family Abuse  
Program

**Funded By:**

Family and Children's Services  
(State Government)  
Family and Community Services  
(Federal Government)

**Location:**

Perth

**Telephone:**

(08) 9325 6644

**Email:**

familyabuse@centrecare.com.au

**Website:**

www.centrecare.com.au

**Service Description:** Centrecare's Family Abuse Program provides group programs for women and men involved in abusive relationships and limited one-to-one assessment and counselling. Abuse within relationships, also called domestic violence or family violence, can include physical, sexual, emotional, verbal, financial abuse and/or social isolation. Centrecare offers four specific groups for women and four groups for men. For women, an entry stage group provides them with a basic understanding of domestic violence and opportunity to explore and discuss their own experience. Building on from stage one is a stage two program, which provides information and education and an opportunity for personal development in a group setting. Participants explore complex personal and interpersonal issues in order to facilitate the recovery process. A final general support group is offered for women who have significantly worked through their domestic violence issues. This group is based around the development of a project where they provide a resource for other women, such as publishing a book. The process reinforces new learning and provides opportunity for women to 'give back' from their experience and help other women. These three women's groups are offered each school term on an ongoing basis.

Another group type is specifically for mums and kids offered at least annually for the duration of one school term that provides therapeutic intervention for women and children who have experienced difficulties in bonding due to domestic violence.

Centrecare is funded to provide two group based programs for men. These groups are open and on going. One program offers a single group based in our Perth office and the second program takes referrals through the Men's Help Line (advertised on television and radio) with groups located in Perth, Mirrabooka and Joondalup. This service includes three individual assessment and counselling services for the man with one appointment available to the spouse.

**Groups:** 10 closed women's groups  
1 open men's group

State government funding provided service for 31 women and 17 men and federal government funding serviced 8 – 10 women in each group.

**Main Issues:** Some main issues during the year comprised the consolidation and promotion of groups and continuing to provide personal counselling services for people in abusive relationships with minimal resources. Centrecare is not funded to provide individual domestic violence counselling specifically for women and, while the agency has made a commitment to continue providing this service, it is becoming increasingly difficult. However, the new state government funding to provide more services for men was welcomed during 2000.

**Brochure Title:** When you want respect not abuse  
When your actions are pushing loved ones away



## When abuse and violence is an issue in your family

### **ABUSE AND VIOLENCE – SERVICES FOR MEN WITH ACCESS THROUGH THE MEN'S HELP LINE**

**Service Description:** Men who have identified they have a problem with domestic violence can telephone the 24 hour Men's Help Line and be referred to the Program at Centrecare if they live in the northern suburbs. The Program consists of four individual counselling and assessment sessions with one session designated to the partner in a domestic violence situation. At the conclusion of individual sessions men have the option of attending groups for a 16-week period followed up with a further eight weeks support group if required. The Program commenced in August 2000 with all groups operating as at the 1st October 2000.

**Client Appointments:** 128 male clients attended the Program along with 40 partners. A total of 485 occasions of service was provided.

**Main Issues 2000:** As a new service, this program has been working to capacity since its inception in August. Groups for men are provided from three locations in the metropolitan area. To date, anecdotal information shows men are now making more of an effort to work through their issues around violence and abuse while still with their partners. In the past, men would generally only start to attend groups following a separation from their partner. This change in behaviour may be attributed to the State Government's very successful and proactive media campaign promoting the Men's Domestic Violence Helpline.

**Brochure Title:** When your actions are pushing loved ones away

**Title:**

Centrecare Family Abuse Program

**Funded By:**

Family and Children's Services (State Government)

**Location:**

Perth, Mirrabooka and Joondalup

**Telephone:**

(08) 9325 6644

**Email:**

familyabuse@centrecare.com.au

**Website:**

www.centrecare.com.au

## When gambling becomes a problem

### **GAMBLING ISSUES**

**Service Description:** Centrecare's BreakEven provides confidential counselling and support services for people with gambling problems, their families and partners. Community education, training of counsellors in regional areas and input to the training of industry staff are also part of the service.

**Client Appointments:** 420

**Main Issues for 2000:** Some new developments during 2000 were the implementation of a structured four sessions counselling program for new clients and an up-grading of the service's data collection and evaluation systems. Both of these changes have ensured the style of service delivery and reporting mechanisms have improved.

During 2000 staff also regularly made presentations to referring professionals and held training sessions with those working in the TAB and at the Burswood. As a result, awareness of the program among those working in the gambling industries continues to rise.

Following the Productivity Commission's 1999 Report into Australia's Gambling Industries, it was found that there was a high incidence of depression and suicidal ideation linked to problem gambling. In response, BreakEven re-established links with Lifeline and the Samaritans, telephone counselling organisations, regarding the provision of additional 24-hour support for clients at risk. A revamping and printing of promotional material was also undertaken and more contacts and networks are being made with those working in other industries, such as the health sector.

**Brochure Title:** When gambling becomes a problem

**Title:**

Centrecare BreakEven

**Funded By:**

WA Problem Gambling Support Services Committee comprising Burswood International Resort Casino, TAB, Lotteries Commission of WA, WA Bookmakers' Association and managed by the Gaming Commission of WA

**Location:**

Perth

**Telephone:**

(08) 9325 5133

**Email:**

brakeeven@centrecare.com.au

**Website:**

www.centrecare.com.au

# When you want your family relationships to be different

## **INDIVIDUALS AND COUPLES ON LOW INCOMES WITH DEPENDANT CHILDREN**

**Title:**

Centrecare Family Link

**Funded By:**

Family and Children's Services  
(State Government)

**Location:**

Mirrabooka

**Telephone:**

(08) 9440 0400

**Email:**

familylink@centrecare.com.au

**Website:**

www.centrecare.com.au

**Service Description:** Centrecare Family Link is a confidential and professional counselling and support service for people who have a dependant child or children and who reside in the northern suburbs of Perth. Services provided include educational and support groups; counselling services; assistance with accessing other community resources, advocacy, and referral to health and financial agencies.

**Client Appointments:** 570

**Groups:** 4

**Main Issues for 2000:** A recurrent issue throughout 2000 was in having to turn away a large amount of people seeking personal and family counselling. The waiting list for people seeking counselling and on low incomes continues to be very long and there are few counselling services in the Mirrabooka area for these people.

**Brochure Title:** When you want your family relationships to be different  
When relationships and parenting are important  
Centrecare FOCES relationships and parenting workshops



# When you're in the Men's Shed

## MEN IN FAMILY RELATIONSHIPS

**Service Description:** Established in 2000, the Men's Shed is the name given to a web site and array of services Centrecare provides specifically for men. The web site provides readers with tips and topics on how to improve and develop even better relations with their partners, mates, work colleagues and children. Other services comprise self-development groups for men and presentations delivered to community groups on men in family relationships. These presentations cover a multitude of topics and can be specifically tailored to meet the needs of participants.

**Client Appointments:** Included in general counselling

**Main Issues for 2000:** Much of this year was spent in the development and piloting a range of services targeting men in relationships. These programs included:

- Healthy Relationships Program – an educational program for year 10 students that aims to help adolescents learn how to avoid abusive and violent relationships and to develop the skills necessary to maintain respectful and satisfying relationships.
- Website – developing a web site to include a series of educational articles targeting men in relation to parenting, partnering and working. Links to other resources (relevant web sites, community agencies/services, books, videos) including counselling on-line (E-Therapy).
- E-Therapy (on-line counselling) – a research project was undertaken which included a survey of 47 current Centrecare clients and desktop research to determine the relevance of the inclusion of on-line counselling as an option for men who had barriers to accessing traditional services. A white paper was produced and funding sought through the Lotteries Commission for the set up costs for the project.
- Counselling – individual and couples counselling commenced late in 2000, specifically targeting men in relationships.
- Couples Group – the development of a psychodynamic group for couples wishing to improve their relationships. Also includes some couples counselling.
- Seminars – a number of seminars for men around their relationships were held in schools, parishes' and in other community groups. The program aims at delivering two (2) seminars a month.

**Brochure Title:** N/A

**Title:**

The Men's Shed

**Funded By:**

Family and Community Services (Federal Government)

**Location:**

Perth

**Telephone:**

(08) 9325 6644

**Email:**

enquiries@centrecare.com.au

**Website:**

www.centrecare.com.au



# When parents and young people don't get along

## PARENT-ADOLESCENT ISSUES

**Title:**

Centrecare CY Counselling and Mediation

**Funded By:**

Family and Community Services (Federal Government)

**Location:**

Perth

**Telephone:**

(08) 9325 6644

**Email:**

cy@centrecare.com.au

**Website:**

www.centrecare.com.au

**Service Description:** Centrecare's CY Counselling and Mediation is a confidential service which aims to help parents and young people (aged 10 to 21) find creative solutions to conflicts they may be having. It works on the premise that all people have the potential ability to resolve the problems they are experiencing, but some help and support may be needed. In delivering services, staff utilise counselling, mediation or group work.

**Client Appointments:** 426 clients and 686 sessions

**Main Issues for 2000:** CY continues to provide counselling services and group programs to parents and adolescents living in the Perth metropolitan area. The Parenting Teenagers' group program which helps parents find more effective ways of communicating with their children is currently being modified in order to meet the needs of busy parents in the northern suburbs. In future, it will be offered as a one-day workshop or short courses.

Centrecare's Healthy Relationships Program, a CY initiative, continues to operate in local schools with the on-going support of school staff, parents and students. This is a domestic violence prevention program, in which young people talk about what constitutes violence and abuse and learn alternative and healthier ways of relating to people in their lives. This program is part of Centrecare's overall approach to reducing domestic violence in our community. Evaluations of the program to date suggest that it is a very effective and highly relevant program for the adolescent clients who attend. Feedback continues to be positive. Delivering this program has heightened the awareness of Centrecare needing to work in partnership with primary and high schools on a more regular basis, particularly in the provision of counselling, consultancy and training services.

**Brochure Title:** When parents and young people don't get along

# When parents and teenagers conflict

## PARENT-TEENAGER CONFLICT

**Service Description:** Parent-Teen Link (PTL) and Parent Adolescent Conflict Counselling Service (PACCS) provide counselling services to Perth and Joondalup families where significant conflict between parent/s and a teenager occurs. PTL and PACCS are regarded as two of the most experienced parent-teenage counselling services in Australia. They work on the premise that all parents and teenagers have the potential ability to resolve their differences, but may need some help and support in learning new ways of dealing with their problems.

**Client Appointments:** 1582

**Referrals:** 350

**Main Issues for 2000:** Parent Teen Link continues to see families presenting with a range of issues associated with parent/adolescent conflict. Staff also continue to see families in which there are very challenging and difficult issues. These issues range from child protection concerns, family violence and abuse and serious mental health problems experienced in both parents and young people. PTL counsellors often work in collaboration with Family and Children's Service's caseworkers in relation to families where the safety of children is a major concern. This approach helps both departmental and PTL staff develop sound and supportive working relationships with these families in order to best meet their needs.

A major achievement during 2000 was the successful training of Centrecare staff within these programs by Dr Joseph Eron, co-founder and Director of the Catskills Family Institute in New York, USA and author of the book 'Narrative Solutions in Brief Therapy'. Dr Eron is known internationally for his revolutionary work with young people and violence. Workers from other youth and family services in Joondalup, including Youth Focus and Relationships Australia, were also invited. This provided an opportunity for networking, collaborative learning and reflection on the work done with young people and their families. Topics covered included working with difficult cases, with domestic violence in families, applying brief therapy in culturally appropriate ways and working with Aboriginal young people and their families.

**Brochure Title:** When parents and teenagers conflict

**Title:**

Parent-Teen Link (PTL) and Parent Adolescent Conflict Counselling Service (PACCS)

**Funded By:**

Family and Children's Services (State Government)

**Location:**

Perth and Joondalup

**Telephone:**

(08) 9325 6644

**Email:**

ptl@centrecare.com.au

**Website:**

www.centrecare.com.au

# When being a mum or dad is not always easy

## PARENTS – YOUNG CHILDREN

- Title:**  
Centrecare Parent Link Home Visiting Service
- Funded By:**  
Family and Children's Services (State Government)
- Location:**  
Mirrabooka
- Telephone:**  
(08) 9440 0400
- Email:**  
parentlink@centrecare.com.au
- Website:**  
www.centrecare.com.au
- Service Description:** Centrecare Parent Link is a home visiting service which helps people find alternative ways of parenting when they are experiencing difficulties with their children. Skilled staff and volunteers help parents to set parenting goals; learn new parenting and managing skills; discuss what to expect at different ages and stages of a child's development; and assist them in locating and using community services and resources.
- Client hours:** Volunteers – 354 Coordinator – 250
- Number of consumers using Parent Link:** 252
- Groups (hours in the group):** 5 groups – 135 hours – 31 people
- Community Education (hours in the talk):** 6 talks – 17.50 hours – 84 people
- Main Issues for 2000:** The main issue for 2000 comprised the delivery of talks and seminars to a variety of cultural communities in the Mirrabooka area. Volunteers received on-going and further training to improve their level of skills and more volunteers joined the program as the year progressed.
- Brochure Title:** When being a mum or dad is not always easy  
When relationships and parenting are important  
Centrecare FOCES relationships and parenting workshops

# When you want to talk to someone

## PERSONAL, RELATIONSHIP AND FAMILY ISSUES

- Title:**  
Family and Relationship Counselling
- Funded By:**  
Family and Community Services (Federal Government)
- Location:**  
Perth
- Telephone:**  
(08) 9325 6644
- Email:**  
counselling@centrecare.com.au
- Website:**  
www.centrecare.com.au
- Service Description:** Centrecare's Counselling Service provides confidential and professional counselling and support to individuals, couples and families. Issues may cover the areas of depression, loss and grief, addictions, relationships, finances, arguments, step family conflicts, adjusting to change, separation, anger and loneliness etc.
- Client Appointments:** 90 a week; 70 per cent attendance rate
- Main Issues for 2000:** As one of Centrecare's most popular services, demand throughout 2000 remained very high. Counsellors reported that more and more people were presenting with general depression and simply feeling sad or lost. A high number of clients were on antidepressants. Many people were questioning what their lives were all about and felt the increasing demands and expectations placed upon them in today's society was becoming more unreachable. Other main issues were around loss, grief, career problems, loss of employment, family of origin, internet romances, domestic violence, communication, bi-sexual and homosexual relations and general questioning of self-identity. Most clients attend, on average, three sessions although long term counselling is available for some clients and depends on their presenting issues.
- Brochure Title:** When you want to talk to someone  
When you're worried about your relationship



# When you need to talk to someone following an unplanned pregnancy

## POST ABORTION

**Service Description:** Centrecare's Loss and Grief Service provides a confidential and non-judgmental counselling service for women and/or their families who have had a terminated pregnancy or who are carrying, or who have carried, an unplanned pregnancy to term.

**Client Appointments:** 349

**Main Issues for 2000:** Promoting the service to referral agencies was the priority for this program during 2000, particularly due to the sensitive nature of the service. Talks were given to those working in health centres, hospitals, clinics, counselling organisations and to Centrecare staff working in other programs. As a result, awareness of the program has increased and client numbers have been steadily increasing. The medium number of sessions a person attended was five.

**Brochure Title:** When you need to talk to someone following an unplanned pregnancy

**Title:**

Centrecare Loss and Grief Service

**Funded By:**

Health Department of Western Australia (State Government)

**Location:**

Perth

**Telephone:**

(08) 9325 6644

**Email:**

pregnancy@centrecare.com.au

**Website:**

www.centrecare.com.au

# When you need help with problems at school

## SCHOOL ISSUES

**Service Description:** Centrecare's Services to Schools program provides confidential and practical support, advice, information, consultation and training services to school staff, students and their families.

**Main Issues for 2000:** The expertise found within this area of Centrecare continues to be in high demand, particularly with a wide range of specialist staff working in the areas of parent-adolescent conflict and student-school or student-teacher conflict. Demand for providing training, mediation, consultancy and supervision services to school staff also remains high.

**Brochure Title:** When you need help with problems at school  
Centrecare Training Services

**Title:**

Centrecare's Services to Schools Program

**Funded By:**

Self-funded

**Location:**

Perth

**Telephone:**

(08) 9325 6644

**Email:**

schools@centrecare.com.au

**Website:**

www.centrecare.com.au

# When you want to be SOLID

## YOUTH AT RISK OF OFFENDING

**Title:**

Centrecare SOLID

**Funded By:**

Ministry of Justice (State Government)

**Location:**

City of Belmont, City of Canning, City of South Perth, Town of Victoria Park and the suburbs of Langford and Beckenham

**Telephone:**

(08) 9325 6644

**Email:**

solid@centrecare.com.au

**Website:**

www.centrecare.com.au

**Service Description:** Centrecare's SOLID Youth and Family Service is a confidential counselling and support service for young people at risk of offending and their families. The purpose of this service is to help parents and young people find different ways of getting along and to try other more positive activities that will reduce the likelihood of the young person and other brothers, sisters or cousins from entering the justice system. Issues for which people attend this service include truancy, family conflict, offending behaviour, substance misuse (particularly volatile substances), anti-social behaviour and running away from home. The underlying issues include homelessness, family violence, poverty, family breakdown, inappropriate or non-existent discipline, and alcohol or drug abuse.

**Client Contacts:** 460

**Main Issues for 2000:** During 2000 this program underwent a name change from Centrecare Belmont Youth and Family Service to Centrecare SOLID. It was found that a more 'with it' and appealing name was required and the service was no longer restricted to persons living only in Belmont. People living in the southeastern corridor can now access this service after successful negotiations with Ministry of Justice workers. Consequently, a new brochure was designed in collaboration with school students working in the VIP Plus Project at Mazenod College in Lesmurdie.

**Brochure Title:** When you want to be SOLID

# When your family needs emergency help

## WELFARE SERVICES

**Title:**

Centrecare Welfare Services

**Funded By:**

Not funded, reliant upon donated cash, food and material items

**Location:**

Perth

**Telephone:**

(08) 9325 6644

**Email:**

welfare@centrecare.com.au

**Website:**

www.centrecare.com.au

**Service Description:** Centrecare's Welfare Service provides material assistance, food, emotional support and advocacy services to individuals and families in need. Much liaison work occurs with schools, hospitals, law enforcement agencies, public utilities, parishes, social security (Centrelink), Ministry of Housing and with staff members in Centrecare's other services.

**Main Issues for 2000:** 2000 was a busy year for Centrecare's Welfare Service. Program worker, Sister Loreto, spent much of the year helping low income, marginalised and separated families. The main areas of concentration were in liaising on behalf of clients regarding payment of debts to public utilities; finding suitable housing for families; empowering people into utilising community resources; assisting psychiatric patients; getting children into holiday camps and attending other forms of entertainment (cinema/circuses); and placing children from low income families into schools. Arranging transport for elderly citizens to attend Church services and attending family celebrations, such as marriages and first holy communions, of present and past clients, were also undertaken. All material assistance for clients has been received via donations of food, clothing and cash.

**Brochure Title:** N/A

# When you're separating and want solutions

## **FAMILY SEPARATIONS AND DIVORCE**

**Service Description:** Centrecare's Family and Child Mediation Service brings separating couples together to help them make decisions about the future parenting of their children, the division of property and financial assets or any other issue relating to their separation. On completion of mediation, the couples' decisions are documented into an agreement that can be registered with the Family Court.

**Client Hours:** 1106

**Main Issues for 2000:** Much development and change took place during 2000. This encompassed a new person joining the mediation team, an increase in the supervision and training of new mediators and the continued development of the program. Talks about mediation and how it works were disseminated to the public during regular presentations made at Family Court. A skills workshop was also held in August at the Australian Association of Social Workers' Western Australian State Conference and staff delivered five professional mediation training workshops, as part of Centrecare Training Services, throughout the year.

**Brochure Title:** When you're separating and want solutions

**Title:**

Centrecare Family and Child Mediation

**Funded By:**

Family and Community Services (Federal Government)

**Location:**

Mirrabooka and Perth

**Telephone:**

(08) 9440 0400

**Email:**

familymediation@centrecare.com.au

**Website:**

www.centrecare.com.au

# When family life is important to you

## **EDUCATIONAL COURSES IN LIFE SKILLS FOR FAMILIES, COUPLES AND INDIVIDUALS**

**Service Description:** Centrecare's Family Skills Training Program provides workshops and seminars for people interested in furthering their knowledge and ability to be more effective parents, partners and family members. All group programs are provided by professionally qualified trainers who believe that with support, knowledge and respect, everyone has the ability to resolve the problems he or she is experiencing.

**Groups:** 22

**Main Issues for 2000:** Staff members continued to evaluate the needs of people living in the local community to ensure all groups and programs remained relevant and helpful. As a result, some new groups started to run during 2000 including: Talking for Success – Changing Unhelpful Self-talk; Separation Survival Kit – for Separating Couples and Individuals; and Getting Closer – a Communication Skills Group for Couples and Individuals.

**Brochure Titles:** When family life is important to you  
When relationships and parenting are important  
Centrecare FOCES relationships and parenting workshops

**Title:**

Centrecare Family Skills Training Program

**Funded By:**

Family and Community Services (Federal Government)

**Location:**

Mirrabooka

**Telephone:**

(08) 9440 0400

**Email:**

familyskills@centrecare.com.au

**Website:**

www.centrecare.com.au

# When you are interested in Centrecare's consultancy and supervision services

## CONSULTANCY & SUPERVISION

**Title:**

Centrecare Consultancy and Supervision

**Funded by: Self funding**

Location: Perth, Mirrabooka, Kalgoorlie, Esperance and Bunbury

**Telephone:**

(08) 9325 6644

**Email:**

cts@centrecare.com.au

**Website:**

www.centrecare.com.au

**Service Description:** Centrecare provides clinical and non-clinical supervision, training and consultancy to a wide range of professionals. Clinical services are available to helping professionals with backgrounds in psychology, social work, counselling, mediation and education, among others. Areas of specialty include brief therapy, narrative therapy, loss and grief, violence, mediation and allied health. Centrecare's emerging reputation for dealing with workplace issues, stress management, organisational change and communication within organisations has led to many requests for consultation and supervision relating to organisational issues.

**Main Issues for 2000:** A major issue during 2000 was in the development and delivery of newer and more effective supervision and consultancy practices when working with health professionals. The proportion of requests relating to organisational issues has also increased significantly in the last year, with consultancy enabling needs assessment and tailored interventions based upon the wide range of services Centrecare now offers to the corporate sector.

**Brochure Title:** Centrecare Training Services

# When you need professional training

## TRAINING SERVICES

**Title:**

Centrecare Training Services (CTS)

**Funded by:**

Self funding

**Location:**

Perth, Mirrabooka, Kalgoorlie, Esperance and Bunbury

**Telephone:**

(08) 9325 6644

**Email:**

cts@centrecare.com.au

**Website:**

www.centrecare.com.au

**Service Description:** Centrecare Training Services is regarded as one of Australia's most dynamic clinical, research and training facilities which is at the forefront of developing and delivering workshops which meet the changing and growing needs of helping professionals. All training services are relevant, practical, and applicable for professionals who work with people. These comprise professionals in clinical settings such as psychology, social work, medicine, law, allied health and education, along with organisational professionals such as managers, supervisors and human resource officers. Workshops are regularly tailored to meet the individual needs of organisations and all courses successfully integrate literature and theory with practice.

**Training Participants 2000:** Scheduled training – 282  
Tailored training – 900

**Main Issues for 2000:** A major hallmark during 2000 was the huge increase in demand for training services from both commercial and community sectors. Requests have included training staff, supervisors and management in issues relating to organisational change, workplace relationships, stress management, performance issues, morale and general policy development have been considerable. This follows an increasing trend in organisations seeking work life practices that support and enhance employee well-being and workplace relationships. This increase in demand coincided with the evolution and development of a Centrecare workplace intervention model that is receiving international interest. As a result, more recent moves have included an increase in collaborations, consultations and co-presentations with well-known national and international therapists in the delivery of workshops on helping bring out the best in people in the workplace.

**Brochure Title:** Centrecare Training Services



When organisations require employee counselling, critical incident debriefing, consultancy, training and mediation services

## EMPLOYEE ASSISTANCE PROGRAMS

**Service Description:** ACCESS Programs delivers specialised services to Western Australian organisations in the following areas:

- Counselling and mediation, in which professional, confidential counselling and mediation is available to employees experiencing personal and work-related problems. This service is paid for by the employer.
- Consultancy, in which managers, supervisors and other key personnel in client companies are provided with skills that can assist them to more effectively and confidently handle workplace performance issues and other people-related problems.
- Critical Incident Intervention, in which ACCESS Programs' staff provide immediate individual or group defusing and debriefing in situations which have the potential to cause short or long-term psychological harm to employees. Examples include death of an employee, robbery, threats and industrial accidents.
- Training which is tailored to meet the specific needs of each client company. Workshops and courses are available in the areas of dealing with difficult customers, managing change, providing effective feedback, conflict resolution and managing stress in the workplace etc.
- Mediation/dispute resolution, which is available by accredited mediators for work-related and personal conflict.

ACCESS Programs is part of a national network of employee assistance providers which are affiliated to the peak organisation, Centacare Australia Inc. Membership is based in all states and territories and its services are provided through a network of 158 outlets in both capital cities and rural centres. In Western Australia, ACCESS Programs operates to provide and develop a commercial revenue stream to enable Centrecare's core business to prosper.

<b>Appointments:</b> Client Companies Accessing ACCESS Programs during 2000	32
Counselling Sessions (Face to Face)	1345
Counselling Sessions (Regional Face to Face)	74
Counselling Sessions (Telephone)	27
Cancellations (Less than 24 hrs notice)	137
<b>TOTAL</b>	<b>1615</b>
Critical Incident Response, per hours	22
Mediation – Workplace for client companies	15.5
Management Consultancy	18.5
Training for client companies	27.5
<b>TOTAL</b>	<b>83.5</b>

**Main Issues for 2000:** During the year 2000, ACCESS Programs began to position itself as a 'First Choice Provider' of Employee Assistance Programs and one with a comprehensive range of services. A more flexible approach in dealing with client companies; the provision of specialist and tailor-designed training programs; availability of mediation services; and introduction of proactive reporting, in which companies are informed of trends and issues which could cause future problems, have all helped see ACCESS Programs retain and win more contracts. The introduction of workplace mediation services has been greeted positively as companies continue to seek to resolve internal and external disputes within a framework of consensus rather than arbitration or litigation. Over the next 12 months ACCESS Programs will further enhance its profile by building stronger and more regular connections with its client companies and affiliate outlets around Australia.

**Brochure Title:** ACCESS Programs  
Centrecare Training Services

**Title:**  
ACCESS Programs

**Funded By:**  
Self-funding

**Location:**  
Perth

**Telephone:**  
1800 676 099

**Email:**  
access@centrecare.com.au

**Website:**  
www.centrecare.com.au

# Goldfields Services

## **GOLDFIELDS CENTRECARE, INCORPORATING KALGOORLIE, ESPERANCE AND SURROUNDS**

The year 2000 was a time of consolidation and expansion for Goldfields Centrecare. All programs were fully staffed for most of the time, newer staff joining the agency came with long-term outlooks and more funding arrived. The funding came from the Federal Health and Aged Care Department, as part of the National Illicit Drug Strategy, in which agency staff now provide training services to drug and alcohol professionals working in the central desert.

The Esperance branch is now well-established and flowing smoothly. As a result, the agency is becoming more well-known within the Esperance community and was recently nominated as a preferred provider by a local community group seeking funding to establish a family and relationship counselling program. Although there remains a great need for this type of service in the community, funding has not been forthcoming and lobbying continues.

A number of very successful training programs for staff members were conducted during the year, the benefits of which are passed on to our clients.

In short, 2000 was a very rewarding and consolidating year for Goldfields Centrecare and I thank all the staff for their tremendous efforts and professionalism.

Helen Kemp  
Manager

## Contents

### **Accommodation and Support**

Outreach Counselling and Support for Ministry of Housing Tenants Experiencing Difficulties (Kalgoorlie).....23

### **Counselling and Support**

Abuse and Violence – Advocacy and Support for Women (Esperance and Kalgoorlie) .....	23
Abuse and Violence – Counselling and Education (Kalgoorlie) .....	24
Abuse and Violence – Men (Kalgoorlie) .....	24
Alcohol and Drugs (Esperance and Kalgoorlie).....	25
Financial Issues (Kalgoorlie).....	25
Mental Health (Kalgoorlie) .....	26
Personal, Relationship and Family Issues (Kalgoorlie).....	26
Victims of Crime (Esperance) .....	27
Victims of Crime (Kalgoorlie) .....	27

### **Organisational**

Consultancy and Supervision (ACCESS Programs) .....	28
Critical Incident Debriefing (ACCESS Programs) .....	28
Employee Assistance Programs (ACCESS Programs) .....	28
Training (ACCESS Programs).....	28

### **Training and Professional Development**

Consultancy and Supervision .....	29
Training.....	29

## When living in Ministry of Housing Accommodation isn't easy

### **OUTREACH COUNSELLING AND SUPPORT SERVICES FOR MINISTRY OF HOUSING TENANTS EXPERIENCING DIFFICULTIES IN MAINTAINING THEIR TENANCY OBLIGATIONS**

**Service Description:** Goldfields Centrecare's SHAP program aims to help Ministry of Housing (previously Homeswest) tenants meet their tenancy obligations and responsibilities through assistance and support. This program provides tenants with the opportunity to obtain the necessary skills, knowledge and/or behaviour modification, as identified by the Ministry of Housing and Goldfields Centrecare, enabling them to maintain their obligations under the tenancy agreement and to have continuity of tenancy.

**Service Provision:** 37.5 hours per week

**Main Issues for 2000:** Two major issues were identified in the SHAP program during 2000. These were the impact extended family members had on Aboriginal families housed in SHAP accommodation and mental health and/or disability issues among SHAP clients. It is expected that these issues will continue to present themselves in this program. Otherwise, no major difficulties were encountered during the year. Referral numbers have been steady, with 21 households participating in the program throughout 2000. SHAP has also continued to enjoy a good working relationship with Ministry of Housing workers and has actively sought assistance from local Aboriginal organisations in working with Aboriginal families in the program.

**Title:**  
Supported Housing Assistance Program (SHAP)

**Funded By:**  
Ministry of Housing

**Location:**  
Kalgoorlie-Boulder

**Telephone:**  
(08) 9091 1833

**Email:**  
centrecare@goldfields.centrecare.com.au

**Website:**  
www.centrecare.com.au

## When abuse/violence is in the family

### **ABUSE AND VIOLENCE - ADVOCACY AND SUPPORT FOR WOMEN**

**Service Description:** Goldfields Centrecare's Advocacy and Support Program provides advocacy, support and short-term one-to-one counselling and education for women in relationships in which family violence is an issue. Community education and support groups are also offered as a part of this program.

**Client Appointments:** 352

**Groups:** 1

**Main Issues for 2000:** The year 2000 was seen as a year of consolidation. Some main issues during the year comprised a group of volunteers and Centrecare staff providing support for women applying for restraining orders as well as regular visits to the women's refuge. Continued liaison also took place with the Executive of the Courts in WA, in which the role of volunteers and staff at court was clearly defined.

Consolidating links with the Coolgardie community came through the delivery of a fortnightly group held for women in the first half of the year and increased liaison and networking with the Coolgardie Health Service. 2000 also saw the establishment of the service on a part-time basis in Esperance and associated promotion of the service helped increase the profile and awareness of this program and Centrecare's other programs in the Esperance region. General program promotion was extensive during this time with new promotional packages and displays.

The program also received support from local magistrate, Elizabeth Woods, who spoke about the usefulness of the program during Goldfields Centrecare's launching of new promotional materials.

**Title:**  
Domestic Violence Advocacy and Support

**Funded By:**  
Family and Children's Services

**Location:**  
Kalgoorlie-Boulder  
Esperance

**Telephone:**  
(08) 9091 1833

**Email:**  
centrecare@goldfields.centrecare.com.au

**Website:**  
www.centrecare.com.au

## When abuse/violence is an issue in the family

### **ABUSE AND VIOLENCE – COUNSELLING AND EDUCATION**

- Title:**  
Spouse Abuse Counselling and Education
- Funded By:**  
Family and Children's Services
- Location:**  
Kalgoorlie-Boulder
- Telephone:**  
(08) 9091 1833
- Email:**  
centrecare@goldfields.centrecare.com.au
- Website:**  
www.centrecare.com.au
- Service Description:** Goldfields Centrecare's Spouse Abuse Counselling and Education program provides one-to-one counselling and education for women, men and children involved in relationships in which family violence is an issue. Community education and support groups are also offered as a part of this program.
- Client Appointments:** 338
- Groups:** A weekly support group was conducted for women (averaging between 3 and 6 participants). The group did not run in the last part of the year due to insufficient numbers.
- Main Issues for 2000:** During 2000 staff continued to be actively involved in local groups such as the Goldfields Regional Domestic Violence Prevention Committee, the Interagency Protective Behaviours Planning Group and the Kalgoorlie Aboriginal Advisory Group. Staff were also invited to participate in an Aboriginal Domestic Violence forum for local community members, take part in Sorry Day and put together a well-received public display for Domestic Violence Week.

## When abuse/violence is in the family

### **ABUSE AND VIOLENCE – MEN**

- Title:**  
Domestic Violence Perpetrators Program
- Funded By:**  
Ministry of Justice
- Location:**  
Kalgoorlie-Boulder
- Telephone:**  
(08) 9091 1833
- Email:**  
centrecare@goldfields.centrecare.com.au
- Website:**  
www.centrecare.com.au
- Service Description:** Goldfields Centrecare's Domestic Violence Perpetrator's program provides one-to-one counselling and education for men who are perpetrators of domestic violence. Community education and psycho-educational groups are also offered as a part of this program.
- Client Appointments:** 397
- Main Issues for 2000:** A major highlight during 2000 was a workshop held by Alan Jenkins at Goldfields Centrecare. The focus of the workshop was on engaging men around issues of violence and in helping therapists further refine and develop their intervention skills. Groups for men who are perpetrators of domestic violence with a focus on anger management were also run in the first half of the year and a new group for young men called 'Boys Talk' was also started. Boys Talk is a joint initiative between Goldfields Centrecare and the Ministry of Justice and was held at the local high school.
- Other issues during the year comprised the ongoing delivery of counselling for clients with numbers remaining consistent, the provision of level one training in domestic violence for local Community Based Services' staff and talks to local police about the program.



When you or someone close to you has an alcohol or other drug problem

## ALCOHOL AND DRUGS

**Service Description:** The Goldfields Community Drug Service Team has both a treatment and prevention focus on alcohol and other drug usage. In achieving this purpose, the team provides support and counselling to those concerned about their own or another person's alcohol or drug use and is pivotal in providing support and professional development to other local agencies. The team also works closely with the community in developing ways to prevent future problems with alcohol or other drugs.

**Main Issues for 2000:** During 2000 the Goldfields Community Drug Service Team continued to diversify. A greater focus was placed upon the community and the team significantly increased the number of implemented harm reduction strategies. The team also actively promoted the awareness of the program by making regular contact and establishing links with professionals working in other agencies.

**Title:**

Goldfields Community Drug Service Team

**Funded By:**

WA Drug Abuse Strategy Office (State Government)  
Health and Aged Care (Federal Government)

**Location:**

Kalgoorlie-Boulder, Esperance, Norseman,  
Leonora, Laverton and surrounding communities.

**Telephone:**

(08) 9091 1833

**Email:**

cdst@goldfields.centrecare.com.au

**Website:**

www.centrecare.com.au

When you have financial difficulties

## FINANCIAL ISSUES

**Service Description:** Goldfields Centrecare Financial Counselling Service assists individuals and families to maximise incomes and rationalise expenditure, make informed decisions about their financial problems and then act on these decisions. This is achieved by identifying options, improving skills, negotiating on behalf of customers and support.

**Service Provision:** 22.5 hours per week

**Main Issues for 2000:** Main events during 2000 comprised a notable increase in the amount of people wanting assistance with bankruptcy and interest loans and an increase in individual client load. There has also been an increase in the number of Aboriginal clients, which is seen as a positive achievement for this service.

**Title:**

Financial Counselling Service

**Funded By:**

Family and Children's Services

**Location:**

Based in Kalgoorlie-Boulder, this program services the following regional areas: Norseman, Kambalda, Coolgardie, Menzies, Leonora, Laverton, Leinster and other communities.

**Telephone:**

(08) 9091 1833

**Email:**

centrecare@goldfields.centrecare.com.au

**Website:**

www.centrecare.com.au

# When you or someone close to you is suffering from a mental illness

## MENTAL HEALTH

**Title:**  
Family Mental Health Care

**Funded By:**  
Health Department of Western  
Australia

**Location:**  
Kalgoorlie-Boulder

**Telephone:**  
(08) 9091 1833

**Email:**  
centrecare@goldfields.centrecare  
.com.au

**Website:**  
www.centrecare.com.au

**Service Description:** The Family Mental Health Care program provides counselling and support to people affected by a mental illness and to their families. In the delivery of service, staff members work in conjunction with other non-government and government agencies. Specific target groups for the service comprise families where a member has committed suicide; where someone is suffering from Alzheimer's disease; where someone has been diagnosed with a mental illness such as schizophrenia, depression, anxiety etc; as well as with those suffering from adverse life events. Community education and awareness building are included within this program.

**Occasions of Service:** 883

**Main Issues for 2000:** During the year 2000 an authorised 9-bed in-patient facility began construction at the Kalgoorlie Regional Hospital. It will be operational in 2001 and other regional services where similar facilities have commenced report an increase in demand for mental health services. The Family Mental Health Care service has continued to support the Mental Health Action Group and Suicide Prevention Group in the Goldfields.

# When you want to talk to someone

## PERSONAL, RELATIONSHIP AND FAMILY ISSUES

**Title:**  
Family Relationship Service  
Program

**Funded By:**  
Family and Community Services  
(Federal Government)

**Location:**  
Kalgoorlie-Boulder

**Telephone:**  
(08) 9091 1833

**Email:**  
centrecare@goldfields.centrecare  
.com.au

**Website:**  
www.centrecare.com.au

**Service Description:** Goldfields Centrecare's Family Relationship Service Program provides confidential and professional counselling and support to individuals, couples and families. The service's main areas of assistance are in helping people while they are forming relationships, relationship enhancement, overcoming relationship difficulties, provision of counselling and support for relationship breakdowns and marriage education courses for couples contemplating marriage. Specialist support is also available to people experiencing issues associated with family law, such as parenting and child issues associated with relationship breakdown or change.

**Client appointments:** 1423

**Main issues for 2000:** A major issue witnessed by counsellors during 2000 was seeing families struggle with the processes needing to take place during family separations. Having to understand and work through the maze of service providers, Child Support Agency, legal practitioners and accountants can be very challenging for many local people, particularly during a time in which they are having to cope with the emotional aspects associated with family and relationship breakdown.

# When you have been a victim of crime

## VICTIMS OF CRIME – ESPERANCE

**Service Description:** The Victim Support Service offers confidential counselling and support to victims of crime. It is committed to promoting the rights and assessing the needs of anyone who has suffered harm as a result of a crime. Services that are provided to victims of crime include counselling to assist in coping with trauma; information on the status of the police investigation; preparation and support for victims attending court; assistance with Victim Impact Statements; and information about Criminal Injury Compensation.

**Client Appointments:** 15 hours per week

**Main issues for 2000:** The year 2000 saw the Esperance Victim Support Service continue to provide a much needed service to an isolated region comprising Esperance, Norseman and Ravensthorpe. The networks within the community and with service providers have been further strengthened over the year, particularly with the police, court staff, Aboriginal representatives and Child Witness Service. This has led to an increase in support to victims of crime in the region, including young people and their families.

**Brochure Title:** Victim Support Services

**Title:**  
Victim Support Service

**Funded By:**  
Ministry of Justice

**Location:**  
Esperance

**Telephone:**  
(08) 9071 1955

**Email:**  
centrecare@goldfields.centrecare.com.au

**Website:**  
www.centrecare.com.au

# When you have been a victim of crime

## VICTIMS OF CRIME – KALGOORLIE

**Service Description:** The Victim Support Service offers confidential counselling and support to victims of crime. It is committed to promoting the rights and assessing the needs of anyone who has suffered harm as a result of a crime. Services that are provided to victims of crime include counselling to assist in coping with trauma; information on the status of the police investigation; preparation and support for victims attending court; assistance with Victim Impact Statements; and information about Criminal Injury Compensation.

**Service Provision:** 22.5 hours per week

**Main Issues for 2000:** The Victim Support Service continued to provide a quality service to the people of the Goldfields Region during 2000. This period saw an increase in referrals from the court and from the police, with whom a direct referral process has been negotiated. This new process means victims of serious crimes would be directly referred to the service soon after an incident by the attending officer. It is anticipated this will reduce the time period between offences and a response for victims.

**Brochure Title:** Victim Support Services

**Title:**  
Victim Support Service

**Funded By:**  
Ministry of Justice

**Location:**  
Kalgoorlie-Boulder

**Telephone:**  
(08) 9091 1833

**Email:**  
centrecare@goldfields.centrecare.com.au

**Website:**  
www.centrecare.com.au

When organisations require employee counselling, critical incident debriefing, consultancy, training and mediation services

## EMPLOYEE ASSISTANCE PROGRAMS

**Title:**  
ACCESS Programs

**Funded By:**  
Self-Funded

**Location:**  
Goldfields Region

**Telephone:**  
(08) 9091 1833 or 1800 671 833

**Email:**  
centrecare@goldfields.centrecare.com.au

**Website:**  
www.centrecare.com.au

**Service Description:** ACCESS Programs (Goldfields) is part of the national network of EAP providers affiliated with Centacare Australia Inc. Services are provided Australia wide through a network of 158 outlets covering both urban and rural areas. ACCESS Programs delivers specialised services in the following areas:

- Counselling, in which professional, confidential counselling is available to employees experiencing personal and work related problems.
- Consultancy, in which managers, supervisors and other key personnel are provided with skills that can assist them to more effectively handle issues in the workplace.
- Critical Incident Response, in which group debriefing and defusing, or individual follow-up counselling is provided to employees involved in traumatic incidents.
- Training, which may be provided depending upon the needs of the organisation. Examples include training supervisors in responding to employee problems, and training in drug and alcohol issues in response to policy implementation.
- Conflict resolution and dispute mediation, which is available from accredited mediators for work related and personal conflict.

**Client Appointments:** 523

**Main Issues for 2000:** Marriage and relationship issues continue to be the mainstay for why people attend counselling. Living in this region can also place extra burdens on families and couples. Some of these issues comprise living in isolation, lack of support networks such as extended family, shift-work, extended working hours, the transient nature of the population, financial pressures and significant drug and alcohol problems. A continued focus on fitness for work by companies, which has included drug and alcohol testing, has resulted in an increase in employees being referred for failing drug tests.





# When you need consultancy and supervision

## CONSULTANCY AND SUPERVISION SERVICES

**Service Description:** On a daily basis, Centrecare provides clinical supervision, training and consultancy on a wide range of practical and organisational issues to a multi-disciplinary clientele. Supervision of clinical work is available to helping professionals and is provided by specially selected Centrecare staff who have backgrounds in psychology, social work, counselling, mediation and education. All supervisors have the necessary experience and qualifications in their areas of expertise and are required to complete regular training to maintain their roles.

**Main Issues for 2000:** The main issue during 2000 was to establish a presence as a consultancy service within the region and to actively promote the many and varied services provided by Centrecare.

**Brochure Title:** Centrecare Training Services

**Title:**  
Goldfields Centrecare  
Consultancy and Supervision

**Funded By:**  
Self-funding

**Location:**  
Kalgoorlie – Esperance

**Telephone:**  
(08) 9091 1833

**Email:**  
centrecare@goldfields.centrecare.com.au

**Website:**  
www.centrecare.com.au

# When you need professional training

## TRAINING SERVICES

**Service Description:** Centrecare Training Services provides excellent, relevant and practical training to all professionals who work with people. These comprise professionals in psychology, social work, counselling, medicine, allied health, education and the commercial sector. Centrecare Training Services is unique because it enables trainers to work together in teams with the intention to further refine and develop their areas of expertise, yet come together to reduce any forms of overlapping.

**Main Issues for 2000:** The main issue during 2000 was in the formation and establishment of stronger links with Perth Centrecare, in which trainers from Perth and international origins would also deliver training in the Goldfields region.

**Brochure Title:** Centrecare Training Services

**Title:**  
Centrecare Training Services  
(CTS)

**Funded By:**  
Self-funding

**Location:**  
Kalgoorlie – Esperance

**Telephone:**  
(08) 9091 1833

**Email:**  
centrecare@goldfields.centrecare.com.au

**Website:**  
www.centrecare.com.au

# Southwest Services

## **BUNBURY CENTACARE, INCORPORATING BUNBURY AND SERVICES TO BUSSELTON, COLLIE AND SURROUNDING DISTRICTS**

The year 2000 and Centacare Bunbury can be recalled as a period of rebuilding. This applied to both the staff and the building, as a Lotteries Commission grant enabled Centacare to refurbish the office into a more aesthetically pleasing and practical environment. The renovations also breathed new life into all those working in the building. In October the agency celebrated 25 years of service to the community. The celebration was well-attended and attracted much media attention. Founding Director Glenis Yeoman was personally thanked for her vision and ability to build a truly local service. Staff members, who had successfully worked through the 1999 crisis, were also acknowledged for their hard work and commitment to the agency.

The main focus throughout the year was on the 'customer'. This was reflected in the new look reception, waiting areas and style of customer service. Energy also went into developing outreach services in Busselton and Collie. It was particularly exciting to be beneficiaries of the Collie Shire Council Land Grab, in which Centacare was granted a block of land. Ideas have already been discussed for using the land and these will benefit those living in the Collie community.

It is always a challenge for such a small agency to achieve all that needs to be done while maintaining a forward focus, but we have endeavoured mightily to keep this balance. At the end of the year, there is much to feel good about and even more to look forward to.

Robin Shine  
Manager  
Centacare Bunbury

## Contents

### **Counselling and Support**

Personal, Relationship and Family Issues (Family Support Program).....	31
School Issues (Schools Program).....	31

### **Organisational Services**

Consultancy and Supervision Services (ACCESS Programs) .....	32
Critical Incident Debriefing (ACCESS Programs) .....	32
Employee Assistance Programs (ACCESS Programs) .....	32
Mediation (ACCESS Programs).....	32

### **Training and Professional Development**

Consultancy and Supervision .....	33
Centrecare Training Services .....	33

When you want to talk  
to someone

## PERSONAL, RELATIONSHIP AND FAMILY ISSUES

**Service Description:** Centacare's Family Support Program provides confidential and professional counselling and support to individuals, couples and families. Issues may cover the areas of depression, loss and grief, relationships, finances, arguments, step family conflicts, adjusting to change, separation, anger, loneliness etc.

**Client Appointments:** 457

**Main Issues for 2000:** The major challenge during 2000 was to increase client numbers which had declined throughout 1999 when the agency was experiencing unforeseen pressures and stress. There was also a challenge to build new bridges and re-establish networks in the community.

**Brochure Title:** When you want to talk to someone

**Title:**  
Family Support Program

**Funded By:**  
Family and Children's Services  
(State Government)

**Location:**  
Bunbury

**Telephone:**  
(08) 9721 5177

**Email:**  
centacare@bunbury.centacare.  
org.au

**Website:**  
www.centrecare.com.au

When you need help with  
problems at school

## SCHOOL ISSUES

**Service Description:** Centacare's Schools Program provides counselling services for students attending local schools. These schools have contracted Centacare to provide counselling, support and training programs. Presentations and specialist training services are also delivered upon request.

**Client Appointments:** 91

**Main Issues for 2000:** The main issues during 2000 were to re-establish credibility with schools in the community and to forge strong and ongoing relationships based on the provision of excellent and caring services.

**Title:**  
Centacare's Schools Program

**Funded By:**  
Self-funding

**Location:**  
Bunbury and surrounding area

**Telephone:**  
(08) 9721 5177

**Email:**  
centacare@bunbury.centacare.  
org.au

**Website:**  
www.centrecare.com.au

When organisations require employee counselling, critical incident debriefing, consultancy, training and mediation services

## EMPLOYEE ASSISTANCE PROGRAMS

**Title:**  
ACCESS Programs

**Funded By:**  
Self-funding

**Location:**  
Bunbury

**Telephone:**  
(08) 9721 5177

**Email:**  
centacare@bunbury.centacare.org.au

**Website:**  
www.centrecare.com.au

**Service Description:** ACCESS Programs delivers specialised services to Western Australian organisations in the following areas:

- Counselling, in which professional, confidential counselling is available to employees experiencing personal and work-related problems. This service is paid for by the employer.
- Consultancy, in which managers, supervisors and other key personnel in client companies are provided with skills that can assist them to more effectively and confidently handle workplace performance issues and other people-related problems.
- Critical Incident Intervention, in which ACCESS Programs' staff provide immediate individual or group defusing and debriefing in situations which have the potential to cause short or long-term psychological harm to employees. Examples include death of an employee, robbery, threats and industrial accidents.
- Training which is tailored to meet the specific needs of each client company. Workshops and courses are available in the areas of dealing with difficult customers, managing change, providing effective feedback, conflict resolution and managing stress in the workplace etc.
- Mediation/dispute resolution, which is available from accredited mediators for work-related and personal conflict.

ACCESS Programs is part of a national network of employee assistance providers, which are affiliated to the peak organisation, Centacare Australia Inc. Membership is based in all states and territories and its services are provided through a network of 158 outlets in both capital cities and rural centres. In Western Australia, ACCESS Programs operates commercially to recover costs and fund community services within Centrecare.

**Appointments:** 371

**Main Issues for 2000:** The impact of the GST and the related stance with regard to the preferred employment status of psychologists and social workers has had implications for the agency which are ongoing and concerning.

**Brochure Title:** ACCESS Programs  
Centrecare Training Services



# When you need consultancy and supervision

## CONSULTANCY AND SUPERVISION SERVICES

**Service Description:** On a daily basis, Centacare provides clinical supervision, training and consultancy on a wide range of practical and organisational issues to a multi-disciplinary clientele. Supervision of clinical work is available to helping professionals and is provided by specially selected Centacare staff who have backgrounds in psychology, social work, counselling, mediation and education. All supervisors have the necessary experience and qualifications in their areas of expertise and are required to complete regular training to maintain their roles. Professional training services are available in many areas, particularly in brief therapy, loss and grief, mediation and narrative therapy. Consultation services are also offered to organisations in need.

**Main Issues for 2000:** The main issues during 2000 were to establish a strong presence as a consultancy service to the southwest and to actively promote the many and varied services provided by Centacare.

**Brochure Title:** Centrecare Training Services

**Title:**  
Centacare Consultancy and Supervision

**Funded By:**  
Centacare

**Location:**  
Bunbury

**Telephone:**  
(08) 9721 5177

**Email:**  
centacare@bunbury.centacare.org.au

**Website:**  
www.centrecare.com.au

# When you need professional training

## TRAINING SERVICES

**Service Description:** Centrecare Training Services provides excellent, relevant and practical training to all professionals who work with people. These comprise professionals in psychology, social work, counselling, medicine, allied health, education and the commercial sector. Centrecare Training Services is unique because it enables trainers to work together in teams with the intention to further refine and develop their areas of expertise, yet come together to reduce any forms of overlapping.

**Training Participants:** Narrative Solutions in Brief Therapy

**Presented by Dr Joseph Eron:** 28 participants.

Grief and Loss Workshops

Facilitated by Robin Shine in Perth: 13 participants.

**Main Issues for 2000:** A major achievement during 2000 was the successful training of Bunbury staff by Dr Joseph Eron, co-founder and Director of the Catskills Family Institute in New York, USA and author of the book 'Narrative Solutions in Brief Therapy'. Dr Eron is known internationally for his revolutionary work with young people and violence. Workers from other youth and family services in the area also attended. This provided an opportunity for networking, collaborative learning and reflection on the work done with young people and their families. Topics covered included working with difficult cases, with domestic violence in families, applying brief therapy in culturally appropriate ways and working with Aboriginal young people and their families. This training highlighted the need for Centacare to continue providing professional training to meet the needs of its own staff and other local helping professionals.

**Brochure Title:** Centrecare Training Services

**Title:**  
Centrecare Training Services (CTS)

**Funded By:**  
Self-funding

**Location:**  
Statewide

**Telephone:**  
(08) 9325 6644

**Email:**  
cts@centrecare.com.au

**Website:**  
www.centrecare.com.au

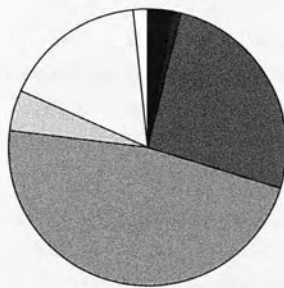
# Financial Report

## For year to 30 June

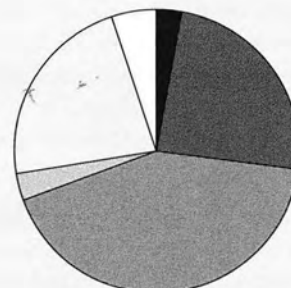
### Revenue

	2000	1999
Archdiocesan Subsidy	104000	104000
Bunbury Diocese Subsidy	34692	
Federal Government Funding	924862	880557
State Government Funding	1688561	1540848
Non-Government Funding	170556	112000
Other Operating Income	594742	816771
Non-Operating Income	60476	186694
<b>Total Revenue</b>	<b>3577889</b>	<b>3640870</b>

- Archdiocesan Subsidy
- Bunbury Diocese Subsidy
- Federal Government Funding
- State Government Funding
- Non Government Funding
- Other Operating Income
- Non Operating Income



2000



1999

# 2000

## Expenditure

	2000	1999
Wages and Salaries	2469073	2297797
Administration Costs	386845	350088
Program Related Expenses	503590	874139
Vehicle Expenses	92066	51586
<b>Total Expenditure</b>	<b>3451574</b>	<b>3573610</b>
<b>Net Operating Surplus/Deficit</b>	<b>126315</b>	<b>67260</b>



2000



1999

-  Vehicle Expenses
-  Administration Costs
-  Program Related Expenses
-  Vehicle Expenses

## January 2000 to December 2000

Last Name	First Name		
Adair	Kaye	Kennedy	Shirley
Addy	Glenys	Laughton	Julia
Anagno	Jill	Lewis	Michael
Andrew	Rob	Little	Lynn
Atkinson	Jodie	Lowndes	Heather
Ballantyne	Pat	Manning	John
Bates	Rachal	Marschner	Robyn
Behari	Sergarie	Martin	John
Bergman	Jenny	Mathews	Nichola
Blowers	Nikki	Maxwell	Ann
Bradley	Pauline	McCloy	James
Burke	Simon	McIntyre	Kathryn
Campisi	Nella	McKinney	Jennifer
Carastathis	Deborah	Miller	Deborah
Carroll	Baljit	Morgan	Annette
Carter	Sharon	Morrison	Julia
Casey	Terry	Morrison	Norma
Cass	Glenice	Moss	Carrie
Cavazzi	Gloria	Parrish	Paula
Chidlow	Greg	Paynter	Ian
Chilcott	Arthur	Percy	Ian
Chua	Nancy	Phillips	Lorraine
Gibbon	Amanda	Pickens	Caitriona
Colton	Julie	Pickrell	Robyn
Cook	Karen	Pietropiccolo	Tony
Corney	Tracey-ann	Pires	David
Cox	Kim	Pires	Fr Tony
Cruttenden	Robyn	Pope	Robyn
Curtis	Shellee	Purvis	Fiona
Deane	Shauna	Rafferty	Amanda
de Ruyter	Lyn	Rasmussen	Allison
Dickson	Julia	Read	Shirley
Durkay	Vivien	Richardson	Ethna
Dyson	Sharon	Roberts	Chantal
Edwards	Steve	Ropata	Lavinia
Edwards	Lynnette	Rossaro	Elio
Elliot	Margaret	Rowlinson	Debbie
Evans	Jane	Rusu	Liliana
Ferdowsian	Vafa	Salekian	Sahba
Fernandez	Leo	Sayer	Margaret
Fitz	Karl	Sellers	Laurel
Fowler	Sussan	Shine	Robin
French	Sue	Shine	Belinda
Gargett	Prue	Slocombe	Peta
Gemmell	Sharon	Smith	Lyn
Gilovitz	Ruth	Stepan	Silvana
Goerke	Jacinta	Stone	Vikki
Goerke	Joe	Stott	Patricia
Goves	Errol	Strommen	Leanne
Grant	Jane	Teather	Susan
Green	John	Tovey	Chris
Gribbon	Martin	Truscott	Fr Steve
Hamilton	Neil	Tully	Deborah
Hammer	Patsy	van Wees	Mary
Harris	Deanne	VanderPol	Jo
Harvey	Ainsley	Van Dooren	Deisy
Herberte	Courtney	Vanson	Janet
Herberte	Suzie	Walker	Carol
Hillier	Karri	Walker	Steve
Hillyard	Melinda	Wheildon	Gabriela
Jones	Rodger	Whelan	Amanda
Joyce	Katherine	Wiggins	Swie Lan
Kavanagh	Sr Anne	Williams	Nigel
Kemp	Helen	Wringe	Kevin



# When

When you want  
to know about  
Centrecare

## **Purpose/Mission**

The purpose of Centrecare is to provide excellent, respectful and caring services which encourage all persons to develop to their fullest potential.

Centrecare is a not-for-profit organisation.

## **Values**

The people of Centrecare, in providing services, always seek to demonstrate their belief in the intrinsic worth of all persons by respecting differences, cherishing individuality and nourishing dignity. Centrecare is people making time for people.

## **Services**

Centrecare delivers over 30 accommodation, counselling, support, mediation, emergency relief, education and training services from office locations in Perth, Mirrabooka, Joondalup, Carlisle, Fremantle, Kalgoorlie, Esperance and Bunbury. Outreach and visiting services are available in surrounding country areas and affiliate offices are located throughout the rest of Western Australia and nationally. Services are available to all without discrimination on the basis of age, gender, race, religion, physical disability, marital or social status. All staff members are experienced professionals with qualifications in psychology, social work, counselling and the social sciences.

# Centrecare

locations and contact details

## **Perth**

(also contact for Carlisle, Fremantle and Yangebup)

456 Hay Street, Perth WA 6000  
Tel: +61 8 9325 6644  
Fax: +61 8 9221 3631  
Email: clo@centrecare.com.au

## **Goldfields**

(includes Kalgoorlie-Boulder, Norseman, Leonora, Laverton and surrounds)

7-9 Dugan Street, Kalgoorlie WA 6430  
PO Box 10500, Kalgoorlie WA 6430  
Tel: +61 8 9091 1833  
Fax: +61 8 9021 8673  
Email: centrecare@goldfields.centrecare.com.au

## **Joondalup**

Suite 9, Lotteries House  
70 Davidson Terrace, WA Joondalup  
Tel: +61 8 9325 6644  
Fax: +61 8 9221 3631  
Email: clo@centrecare.com.au

## **Mirrabooka**

12 Brewer Place, Mirrabooka WA 6061  
PO Box 604, Mirrabooka WA 6941  
Tel: +61 8 9440 0400  
Fax: +61 8 9440 0920  
Email: receptionm@centrecare.com.au

## **Southwest**

(includes Bunbury, Collie, Busselton and surrounds)

103 Clarke Street, Bunbury WA 6230  
PO Box 34, Bunbury WA 6231  
Tel: +61 8 9721 5177  
Fax: +61 8 9791 1056  
Email: office@bunbury.centacare.org.au

## **Esperance**

Suite 3, Radio House,  
8-10 William Street, Esperance WA 6450  
PO Box 1145, Esperance WA 6450  
Tel: +61 8 9071 1955  
Fax: +61 8 9071 1966  
Email: centrecare@goldfields.centrecare.com.au



**CENTRECARE**

People Making Time for People

Centrecare Marriage and Family Service is a counselling and support service of the Catholic Archdiocese of Perth.