

This service provides safe accommodation and support for families who are homeless or about to become homeless.



Are you:

- a parent or adult with children in your care;
- at risk of homelessness and seeking support to maintain your home;
- facing eviction and at risk of losing your home;
- looking for accommodation other than emergency or short-term housing;
- staying with family/friends or wherever you can;
- having difficulty finding a home because of previous tenancy problems;
- struggling with your tenancy responsibilities;
- unable to access or afford private rental accommodation; and/or
- eligible to be on the Department of Housing waiting lists?

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

when....

...you want to access or maintain housing

Centrecare's Family Accommodation Service provides support and medium-term housing if you are homeless (up to 12 months) and can also support you to overcome the difficulties you may currently be experiencing in keeping a home. We will work with you, your family and extended family to develop a support plan that works for you. Ongoing support and access to accommodation however, will be conditional on meeting the terms of the support plan and/or tenancy agreement.

If accepted into this service you could receive:

- support to maintain an existing tenancy;
- access to supported accommodation with a tenancy agreement if homeless;
- assistance in dealing with issues as identified in your support plan and your tenancy agreement;
- home visits every week, or more often if required, to assist with your support plan;
- counselling for yourself and other family members;
- assistance with budgeting; and
- referral to or help with accessing other agencies where required.

This service is funded under the joint Commonwealth/State funded National Affordable Housing Agreement.

The photographs used in this brochure are for illustrative purposes only; they do not imply any particular attitudes, behaviours, or actions on the part of any person who appears in the photographs.

Culturally Appropriate Service

Centrecare aims to provide a respectful and culturally sensitive service and interpreters are available on request.

Crèche Facilities

Only available at the Perth office and bookings are essential.

Is this service private and confidential?

Our services are confidential and all our staff are bound by our Commitment to Confidentiality and Oath or Affirmation of Secrecy, for Family and Child Counsellors. However, confidentiality will be waived where there may be a threat to an individual's safety or if a serious crime or threat against another person is disclosed.

Centrecare is committed to ensuring that your information is protected and managed in accordance with the Privacy Act 1988 which sets out the standards for the way in which personal information must be handled. If you wish to access the information on your file, please ask the receptionist for the necessary form.

Are the staff qualified?

All our staff interacting with clients are qualified for their job role. They receive ongoing professional development, supervision and meet the requirements of the Family Law Act.



How do I provide feedback?

Centrecare prides itself on providing high quality services. Your comments assist us in maintaining or improving that level of quality and fully meeting the needs of our clients. Recording your feedback is one of the best ways to help us understand what we do well and where we can improve.

If you have a suggestion, compliment or complaint, please complete the Client Feedback form which is available at reception and place it in the Suggestions Box.

Alternatively, you may also wish to write or speak to the Manager at your branch.

Centrecare is an organisation that values children.