

## making contact

For more information or to make an appointment, please contact Centrecare on one of the telephone numbers below. Day and evening appointments are available in most offices.

Perth	(08) 9325 6644
Esperance	(08) 9083 2600
Joondalup	(08) 9300 7300
Kalgoorlie	(08) 9080 0333
Midland	(08) 9436 0600
Mirrabooka	(08) 9440 0400



**CENTRECARE**

*"People Making Time for People"*

## about Centrecare

Centrecare is a Catholic not-for-profit organisation which aims to strengthen people and communities through the provision of professional social services, inspired by compassion and recognition for human dignity.

### Perth

456 Hay Street, Perth WA 6000  
(08) 9325 6644  
enquiries@centrecare.com.au

### Bunbury

103 Clarke Street, Bunbury WA 6230  
(08) 9721 5177  
bunbury@centrecare.com.au

### Cannington

22 Pattie Street, Cannington WA 6107  
(08) 9451 1100  
cannington@centrecare.com.au

### Esperance

Upstairs  
22a/91 Dempster Street, Dutton Arcade, Esperance WA 6450  
(08) 9083 2600  
esperance@centrecare.com.au

### Gosnells

2302-2308 Albany Highway  
Gosnells WA 6110  
(08) 9498 9200  
gosnells@centrecare.com.au

### Joondalup

First floor  
85 Boas Avenue, Joondalup WA 6027  
(08) 9300 7300  
joondalup@centrecare.com.au

### Kalgoorlie

168 Egan Street, Kalgoorlie WA 6430  
(08) 9080 0333  
kalgoorlie@centrecare.com.au

### Leonora

60 Tower Street, Leonora WA 6438  
(08) 9037 6561  
kalgoorlie@centrecare.com.au

### Midland

45 Yelverton Drive, Midland WA 6056  
(08) 9436 0600  
midland@centrecare.com.au

### Mirrabooka

12 Brewer Place, Mirrabooka WA 6061  
(08) 9440 0400  
mirrabooka@centrecare.com.au

### Victoria Square

25 - 27 Victoria Square, Perth WA 6000  
(08) 9288 2233  
victoriasquare@centrecare.com.au



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



**CENTRECARE**

# when

## you want respect not abuse

a Centrecare service for women  
experiencing and managing the  
consequences of abuse



Experiencing the effects of domestic violence and/or abuse may leave you feeling depressed, unhappy, guilty, alone or even wondering if you are going crazy.

You may believe that you are part of the problem or think 'that's just how life is'

even though you don't like what is happening to you and know you don't deserve to be abused.

If you would like to talk to a qualified counsellor about your experience in a safe, non-judgemental space, Centrecare can provide this.



### Does your husband or partner:

- shout and swear at you;
- put you down, call you crazy, dumb, lazy;
- prevent you from seeing your family and friends;
- check up on you;
- slam doors, push and shove you around;
- slap you;
- blame you for their angry outbursts;
- say you cannot do anything right;
- control the money;
- scare you at times;
- threaten to hurt you and/or the children if you
- leave them;
- treat you like a servant; and/or
- demand sex whether you want it or not?

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

## when...

### ...you are not responsible for your partner's abusive behaviour

**Centrecare** provides counselling, support and group programs for women who are experiencing the effects of abuse. Services are also available for partners and children. Abuse in a relationship, also called family and domestic violence, refers to any action, verbal and/or non-verbal, that instills fear in the other person and can be displayed physically, emotionally, verbally, sexually, financially, spiritually and/or culturally.

#### Counselling

If you decide to make an appointment, you will speak with a counsellor who will give you the opportunity to talk about the abuse and identify the impact on you and your family. This is in a safe environment where you can express your feelings, such as sadness, anger, shame and depression.

#### Group Programs

You may wish to continue with one-on-one counselling or join one of Centrecare's group programs. These programs have allocated weekly topics that aim to help you:

- understand what constitutes abuse, the forms it takes and the cycle of abuse;
- understand the effects of abuse on you and your children;
- plan how to keep yourself and your children safe;
- realise that you are not responsible for your partner's behaviour; and
- learn about resources available to you in the community.

Women feedback how reassuring it is to know they are not alone and/or responsible for the abuse they have experienced. Women have shared that over time they regain their self-respect, self-confidence and are able to start to prioritise their needs in caring for themselves.

#### How long is a counselling session?

Generally, counselling sessions last 50 minutes.

***This service is funded by the Department of Communities.***

*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 and Midland offices 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 and supervision.

#### **How do I provide feedback?**

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

If you have a suggestion, compliment or complaint, please complete the 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.***

