

## making contact

Supervised contacts are conducted from our Kalgoorlie and Esperance offices.

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

Kalgoorlie (08) 9080 0333

### Centrecare Office Hours

9am – 5pm Monday to Friday  
(except Public Holidays)

### Child Contact Service Operation Hours

9am – 5pm Tuesday, Thursday to  
Saturday

9am – 7pm Wednesday

The service is not available on Mondays, on public holidays and long weekends.



# 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

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CENTRECARE

# when you need a safe place for your children

a Centrecare service  
assisting separated parents with  
child contacts



# when...

## ...you want a safe place to have contact with your child

The Child Contact Services assists separated parents who are experiencing conflict or other concerns, with the safe, supervised transfer of children from one parent to the other for their visitations.

This service can also provide supervised visits, allowing children to spend time with the non-resident parent and this can be either on-site or off-site.



### Are you:

- separated or divorced with children;
- experiencing conflict or other concerns; and/or
- having difficulty accessing your child/ren?

### Do you:

- want to protect your child/ren from unnecessary conflict;
- need a safe place to see your child/ren; and/or
- want to have fun with your child/ren?

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

**Centrecare’s Child Contact Services** is a bright and child friendly environment where children and parents can enjoy spending time together.

The centre has toys, games, activities, dress-ups and an outdoor area that can assist in building a bond with your child.

### Supervised Changeover

We can facilitate the changeover of children from one parent to the other when there is conflict and/or you do not wish to have contact with the non-resident parent.

### Supervised Visits

Supervised visits allow children to have a safe and controlled environment in which they can spend time with their non-resident parent. These visits can run for up to two hours.

### Post Separation Cooperative Parenting Seminars

These seminars are aimed at helping you focus on the needs of your children and enhance your understanding of the impact conflict has on your children. These seminars run for three hours.

*This is a FREE service.*

*However Court Reports incur a fee.*

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

*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, 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 strongly supports the rights of the child and is committed to ensuring the safety, wellbeing and protection of all children.***

