

making contact

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

Bunbury (08) 9721 5177



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.

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when

you want to enhance the wellbeing of your children and family

a Centrecare outreach service
providing counselling and family
support for families in Bunbury



Bunbury Counselling and Family Support Service provides counselling, support and case management to parents and care givers who would benefit from individual support to increase their parenting confidence, skill and knowledge. We focus on the needs and strengths of parents, care givers and their families while using a positive approach to strengthen the parent/child relationship and reduce challenges and risks experienced by families.



Parents and the family are the earliest and most important teachers in a child's life. The basic experiences of love, security and trust enable children to become capable and secure adults.

Parenting children can be rewarding and enjoyable but it can also be stressful. During these difficult stages, parents may need support and encouragement to help them feel confident in their parenting skills and to enhance the wellbeing of children and the family.

Are you:

- feeling pressure to be a better parent;
- overwhelmed with the responsibilities of children and family;
- wishing you could understand your child/ren better;
- having problems with your child/ren such as eating and sleeping problems, handling temper tantrums;
- concerned about your child's engagement or progress at school;
- worried your child/ren is/are unhappy about something in their life;
- in need of support to create a safe environment for your children and family;
- looking for ways to build your family's capacity to cope with life challenges; and/or
- wanting to talk to someone about it and want to get support for your child/ren?

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

when...

...you and your children want someone to talk to

The Centrecare **Bunbury Counselling and Support Service** (outreach) is designed to provide you and your family with counselling, support, information, connection to other services and to assist you to build on your strengths as a parent/family. We will also assist you to develop your knowledge, skills and confidence to deal with life changes or crises as they occur.

The service provides:

- home visits;
- case management;
- enhancing parenting skills and knowledge;
- counselling for parents and caregivers;
- parenting support;
- assistance to identify and manage changes; and
- assistance with linking individuals and families into community support networks.

This service is provided by Centrecare and funded by the State Government through 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, 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.

