

## 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
Cannington	(08) 9451 1100
Gosnells	(08) 9498 9200
Joondalup	(08) 9300 7300
Midland	(08) 9436 0600
Mirrabooka	(08) 9440 0400



## 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

# when young people are at risk

a Centrecare service for  
adolescents aged 12 to 18  
and their parents/caregivers.



Adolescence is a time of great transition for young people and their families. While it is healthy for young people to begin forming their own identity, this is often not without its

challenges. Conflict, communication difficulties and a lack of understanding can result. At such an important time, it can be easy to become overwhelmed by the challenges that may be faced.



#### **These challenges can include:**

- abuse or violence in the family;
- adolescent:
  - » development issues and relationship conflict within the family;
  - » depression; and
  - » low self-esteem;
- coming to terms with new family arrangements;
- communication difficulties;
- drug and/or alcohol use;
- expressing emotions such as anger, anxiety and sadness;
- relationships with friends and peers;
- relationship breakdown within the family;
- school related problems;
- self-harm and risk taking activities;
- sexuality issues; and/or
- coping strategies and managing stress.

If you are experiencing any of the above, then this service may be of help to you.

# when...

## ...young people are at risk

**Centrecare's Counselling for Adolescents and Parents Service** provides support for young people aged 12-18 and their parents/caregivers to find creative solutions to conflicts and challenges they may be experiencing.

Centrecare's CAP service will adopt a strengths based case management approach to enhance the counselling work with young people at risk and their families to enable the achievement of the specified outcomes. Through this approach the service will establish a respectful relationship early, that will allow for honesty and openness in the screening and assessment phase which will then allow for a case management process that:

- facilitates the personal development of clients;
- advocates for clients' rights;
- is purposeful;
- promotes sustainable solutions;
- establishes clear communication and boundaries.

#### **How long is a counselling session?**

Counselling sessions run for approximately 50 minutes.

**The Counselling for Adolescents and Parents Service is provided by Centrecare and funded by the State Government through the Department of Communities.**

Supported by



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

