

## 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.

|            |                |
|------------|----------------|
| Bunbury    | (08) 9721 5177 |
| Cannington | (08) 9451 1100 |
| Kalgoorlie | (08) 9080 0333 |
| Midland    | (08) 9436 0600 |



# 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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# when family and domestic violence affects your family

a Centrecare service for individuals,  
families and children affected by  
family and domestic violence



Is your family affected by violence and seeking help to break the cycle? If you are experiencing the effects of domestic violence from a family member the Specialist Family Violence Service is well placed to support you.

If you or your child would like to talk to a qualified counsellor about the impacts of domestic violence experience in a safe, nonjudgemental space, Centrecare can provide this.

Our services will help you and your family work to ensure the safety of all individuals affected by family violence.

### **Are you having problems with:**

- suffering from a pattern of coercive control;
- abuse or violence in the family;
- children exposed to family violence;
- adolescent violence in the home;
- being physically or emotionally abused;
- experiencing put downs or verbal abuse;
- being socially isolated from family and friends;
- having your technology and whereabouts monitored;
- being forced or coerced into unwanted sexual contact/activity; and/or
- being controlled financially by limiting or removing your access to money?

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



# when...

## ...family and domestic violence affects you and your family

### **Centrecare's Specialised Family Violence Service**

provides intensive individual and family support including counselling and group programs to those effected by domestic and family violence, including young people and children who experience and witness family violence.

#### **Individual or family counselling**

Counselling is a confidential way that individuals and families can discuss any issues and concerns. Counsellors are trained to assist you with identifying options and making choices that are right for you.

#### **Child counselling and therapy groups**

Individual counselling and group therapy sessions for children who have witnessed or have been exposed to violence have proven beneficial in increasing children's resilience and reducing the risk of long term emotional, psychological and behavioral impacts associated with this trauma.

#### **Adolescent counselling and therapy groups**

Individual counselling and group sessions for young people who wish to stop acting violently toward their parents/caregivers.

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

Counselling sessions run for approximately 50 minutes.

#### **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 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.**

