



Parents/Caregivers

Do you:

- feel overwhelmed with your child/ren's behaviour and actions;
- wish you could understand your children better;
- find it difficult to maintain a home;
- always moving house and worried about the impact on your children;
- get concerned about your children skipping school;
- always change schools because of your housing difficulties;
- have problems with your child/ren such as eating and sleeping problems, handling temper tantrums, schooling problems, getting along with others;
- think that your child/ren is/are unhappy about something in their life; and/or
- feel like talking 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

Centrecare's Sky Service is a confidential counselling and support service for four to 14 year olds and their families who are currently being supported through Family Supported Accommodation Services such as Anglicare WA, Mission Australia, Coolabaroo, Fremantle Migrant Service, Starick and Centrecare or are participating in a Tenant Support Program such as Ruah Community Services. Participants must also live in the southern or eastern suburbs covering areas from Victoria Park, Armadale and Fremantle to Rockingham. The Centrecare Sky Service encourages children and their families to reach their full potential and helps them feel confident, happy and safe. Centrecare staff will work with you and your family to help you get support and help.

The service provides:

- one-on-one counselling for children;
- support with schooling and education
- family counselling;
- parenting support;
- linking families into community support services;
- school holiday programs - including arts and craft based activities and some outings such
- as going to the movies. (We cover all costs, transport and snacks); and
- occasional after school recreational activities

This service is funded by the Department for Child Protection and Family Support.

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 Mildand 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, 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.

