

## **making contact**

For more information or to make an appointment, telephone Centrecare on one of the numbers below. A referral form will be sent to you and it will need to be completed prior to your first appointment.

Day and evening appointments are available in most offices.

Perth (08) 9325 6644

Joondalup (08) 9300 7300



**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**

52 The Esplanade, 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**

18 Tower Street, Leonora WA 6438

(08) 9037 6561

kalgoorlie@centrecare.com.au

### **Midland and Djooraminda**

45 Yelverton Drive, Midland WA 6056

(08) 9436 0600

midland@centrecare.com.au

djooraminda@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 have worries and want to talk

a Centrecare service for  
young people aged 12-18yrs  
and their families



# when...

## ...you want things to be different

Being an adolescent is not always easy. Young people are often faced with difficult situations or decisions.

You may be having problems with family members, school or other young people.



### Are you:

- feeling sad, alone, angry, unwanted or like you don't belong;
- feeling like no-one listens, cares or understands;
- feeling bullied, abused or harassed;
- fighting with your parents and/or other family members;
- worried about you or your friend's drug and/or alcohol use;
- not going to school regularly or not at all;
- getting into trouble with the law;
- having trouble looking for work or somewhere to live;
- worried about being homeless; and/or
- interested in getting back to school, getting work experience and/or involved in community events?

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

**Centrecare's Youth Support Service (CYSS)** provides counselling, support and linkages within the community for young people aged 12-18 yrs and their families. This service is provided for people living in the Joondalup region of Perth.

A CYSS worker will visit you in the community, your home, school or a place of your choosing, which is a comfortable place to talk and help you sort things out.

#### The worker can also:

- talk to other people on your behalf;
- help you find a job;
- help you find educational training; and
- assist you to work things out with family, friends, school or community.

#### Individual, couple or family counselling

Counselling is a confidential way for you to discuss your issues and concerns. It can also help you to identify specific goals and strategies for effectively dealing with situations and problems.

#### Groups and workshops

Centrecare offers a variety of groups and workshops such as:

- Dealing With Stress and Learning Self Care;
- Understanding Anger;
- Meaningful Communication in Relationships;
- Assertion Skills;
- Dealing With Challenges and Change; and
- Positive Parenting.

This is a FREE service.

***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 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 of 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.***

