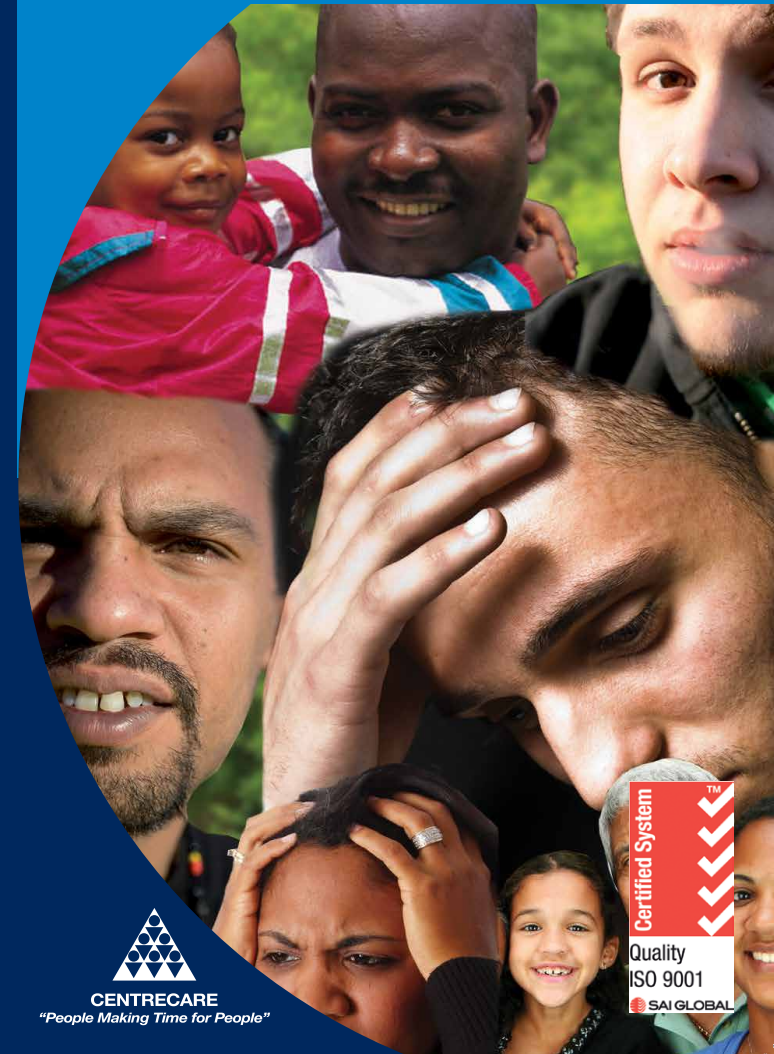


when you have financial difficulties

a Centrecare service for
people wanting to better
manage their finances



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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CENTRECARE
www.centrecare.com.au
ABN 98 651 609 161



CENTRECARE
"People Making Time for People"

Mencorp 4554E

making contact

For more information or to make an appointment, please contact Centrecare on the telephone number below. Day and evening appointments are available.

Kalgoorlie (08) 9080 0333

Services are available in:

Kalgoorlie
Coolgardie
Kambalda
Laverton
Leonora
Menzies
Norseman



CENTRECARE
"People Making Time for People"

From time to time most people experience financial worries and difficulties of some sort. What we do about it and how it affects those close to us can be different for each person. This service can provide you with the practical assistance and support you may need.



Do you:

- have trouble managing your finances;
- owe money;
- have outstanding bills; and/or
- have no regular income?

Would you like to:

- get on top of your finances;
- sort through your bills;
- better manage your income;
- reduce your spending;
- pay your bills on time;
- maintain your tenancy;
- have an advocate talk to debtors - organisations to which you owe money (e.g. Bank, Synergy, Water Corp, Alinta Gas);
- find out more about bankruptcy;
- access payment schemes and entitlements; and/or
- apply for a No Interest Loan Scheme (NILS)?

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

when...

...you want to manage your money better

Centrecare’s Goldfields Financial Counselling Service provides confidential counselling support and educational programs for people experiencing financial difficulties. Services are available in Kalgoorlie, Coolgardie, Kambalda, Menzies, Leonora, Laverton and Norseman.

Individual, couple or family counselling

Counselling is a confidential way for you to discuss your issues and concerns. The counsellor can help you to identify specific goals and strategies for effectively dealing with your financial situation. Together, you will discuss your options and determine whether your counsellor may need to talk to another person on your behalf.

Groups and workshops

Centrecare also provides financial management workshops for community groups and schools.

How long is a counselling session?

Generally, counselling sessions last between 45 - 75 minutes.

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



CENTRECARE

“People Making Time for People”

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 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.

