



making contact

For more information or to make an appointment, telephone Centrecare on the number below:

Cannington (08) 9451 1100



CENTRECARE

"People Making Time for People"

about Centrecare

Centrecare is a 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

Cannington

22 Pattie Street, Cannington WA 6107
(08) 9451 1100
cannington@centrecare.com.au

Esperance

Suite 1 & 3 Radio House
8-10 William Street, Esperance WA 6450
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Goldfields

168 Egan Street, Kalgoorlie WA 6430
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Gosnells

2302-2308 Albany Highway
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Joondalup

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Lockridge

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(08) 9378 2522
djooraminda@centrecare.com.au

Midland

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Mirrabooka

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Southwest

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Victoria Square

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CENTRECARE
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when you need assistance settling in Australia

a Centrecare service
assisting refugees



Centrecare's Settlement Grants Program (SGP) provides support to former refugees after completion of the Integrated Humanitarian Settlement Strategy service for up to five years after arrival.



SGP is a free service that can provide information, support and advocacy for all settlement related matters. The service helps with accessing mainstream and Culturally and Linguistically Diverse (CaLD) services.

If you need help with:

- accessing health and welfare services;
- assistance and referral for financial matters;
- information and support in seeking a rental property;
- knowing your rights and responsibility as a tenant;
- ongoing case work including advocacy;
- workshops on tenancy and budgeting; and /or
- youth specific assistance.

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

when... ...communication matters

Centrecare's Settlement Grants Program provides the following services:

- Case workers in Perth and the South East metro area;
- Telephone interpreters for appointments and language support for some workshops;
- Youth specific holiday camps and activities;
- Youth specific workshops through various high schools.

***This service is funded by
the Department of Immigration and Citizenship***

Culturally Appropriate Service

Centrecare aims to provide a respectful and culturally sensitive service and interpreters are available on request.

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.



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