

## How do I access this service?

For more information or to make an appointment, please contact the Centrecare Mental Health Team on:

Tel: (08) 9080 0379

Email :enquiries@goldfieldsmentalhealthportal.com.au.



**GOLDFIELDS INTEGRATED  
PRIMARY MENTAL  
HEALTH CARE**

## 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



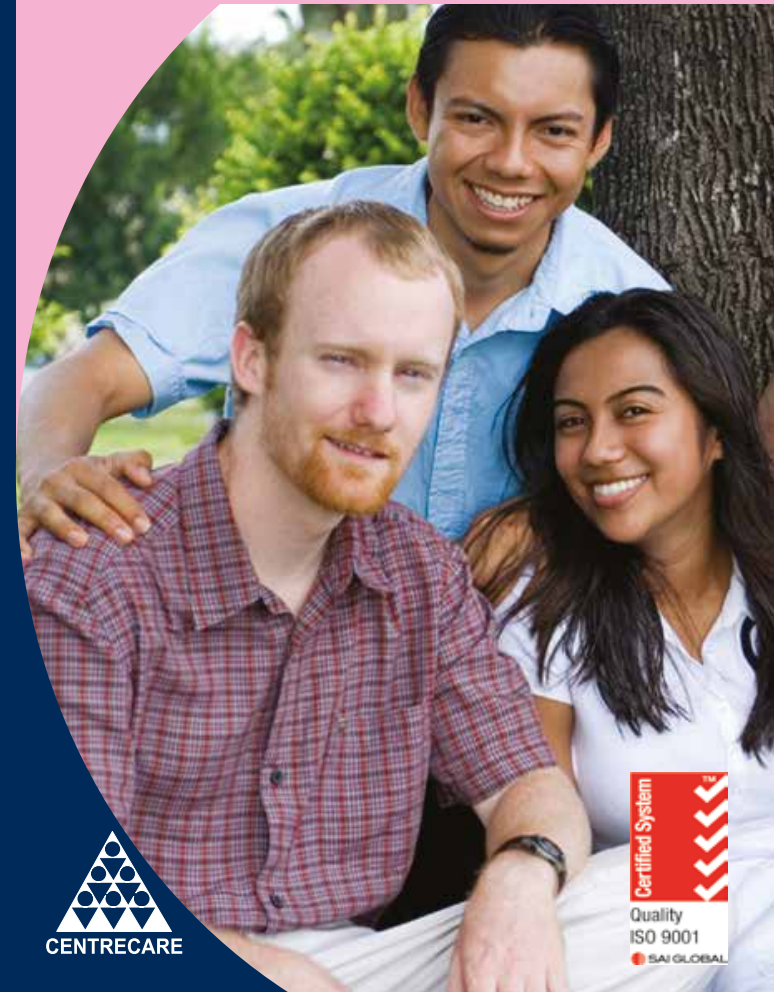
www.centrecare.com.au  
ABN 98 651 609 161

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# when you're seeking support because your life matters

a Centrecare service for individuals  
with low to severe mental health needs



# when...

## ...you want things to be different now and in the future

The Integrated Primary Mental Health Care (IPMHC) program aims to assist disadvantaged, vulnerable and/or hard to reach individuals in the Goldfields – Esperance region who have, or are at risk of mental health conditions.



### Are you:

- feeling sad, alone, angry or like you don't belong;
- feeling like no one listens, cares or understands;
- feeling bullied, abused or harassed;
- fighting with your parents or others around you;
- using drugs and/or alcohol;
- struggling to cope with school or work;
- worrying all the time;
- feeling anxious about your future;
- wanting better relationships with others and/or wanting to get your life back on track;
- dealing with a diagnosed mental health condition;
- feeling hopeless or worthless;
- feeling that you may want to harm yourself or others;
- feeling overwhelmed with the responsibility of caring for someone; and/or
- feel you need more information and support to understand the diagnosis of the person you are caring for?

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

The Goldfields **Integrated Primary Mental Health Care (IPMHC)** program delivers three models of support (see below) through a stepped care approach.

### How to access support.

- 1. Emotional Wellbeing Support:** No referral required. Contact Centrecare and request to speak with a counsellor on the IPMHC Team
- 2. Psychological Therapy:** Make an appointment with your GP, Psychiatrist or Paediatrician and request a referral to the IPMHC.
- 3. Clinical Care Coordination:** The GP must request this service specifically on the Centrecare referral form. This support is aimed at individuals with severe mental health and assists the GP to manage care in a primary setting.

There is **no cost** to access the IPMHC program.

The IPMHC provides:

- comprehensive assessment;
- assistance to develop an individualised safety and recovery plan;
- care coordination;
- brief therapeutic interventions suited to your needs (counselling, linkages to services and agencies, group activities, supports and workshops, digital and telephone support); and/or
- remote area assistance (outreach).

We will work with your GP to improve mental health outcomes, through a coordinated approach to care.

**Centrecare acknowledges WA Primary Health Alliance (WAPHA) for providing funding in its role as the operator of the Country WA PHN.**



*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 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 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 is an organisation that values children.**

