

Dispute Resolution and Complaints

You are entitled to make, without fear of reprisal, any complaints about the provision of services.



If for any reason you are not satisfied with the service then you or your representative may make a comment, suggestion or complaint to:

- The staff member you are dealing with directly.
- **Counselling Team Leader**
M: PO Box 1338, Bundaberg Q 4670
P: 07 4131 6800
- **Diocesan Director**
M: PO Box 819, Rockhampton Q 4700
P: 07 4937 4102
- **Wide Bay Dispute Resolution Services**
M: PO Box 3340, Hervey Bay Q 4655
P: 1800 681 109
- **Department of Families, Housing, Community Services and Indigenous Affairs National Office Complaints Team**
M: FaHCSIA Complaints, PO Box 7576, Canberra Business Centre ACT 2610
P: 1800 634 035
F: 02 62044587
E: complaints@fahcsia.gov.au

If mailing any of these organisations please mark all correspondence:
"PRIVATE & CONFIDENTIAL"

Centacare maintains its commitment to service excellence in our local communities, through the provision of individual, couple and family counselling and relationship services, aged and community care services.

We are accessible by all members of the community and, as a not-for-profit organisation, all proceeds from our services are used to further enhance our provision of services to the community.

Diocesan Administration
168 William Street
PO Box 819
Rockhampton Q 4700
P 07 4937 4100
E admin@centacare.net

Bundaberg
79 Woongarra Street
PO Box 1338
Bundaberg Q 4670
P 07 4131 6800
E bundaberg@centacare.net

Mackay
35 Milton Street
PO Box 583
Mackay Q 4740
P 07 4840 0600
E mackay@centacare.net

Yeppoon
5/15 James Street
PO Box 4703
Yeppoon Q 4703
P 07 4939 0400
E yeppoon@centacare.net

Blackwater
C/O PO Box 2150
Wandal Q 4700
P 07 4986 1100
E blackwater@centacare.net

Emerald
141 Egerton Street
PO Box 1245
Emerald Q 4720
P 07 4982 4358
E emerald@centacare.net

Rockhampton
10 Bolsover Street
Rockhampton Q 4700
PO Box 2150
Wandal Q 4700
P 07 4937 6200
E rockhampton@centacare.net



Centacare Counselling Service



What is the Counselling Service?

Centacare Bundaberg is a family welfare agency offering professional and confidential counselling to all people.

Our aim is to encourage and strengthen individuals, couples and families to continue to develop and grow. You can expect your counsellor to be respectful, nonjudgmental, genuine and confidential.

Sessions last about one (1) hour. The number of sessions will depend on you and will proceed at your pace.

Counselling can help with many issues including:

- Personal development issues, for example self-esteem or assertiveness.
- Grief and loss;
- Stress management;
- Conflict resolution;
- Grief and loss;
- Separation or divorce;
- A step family adjusting together;
- Communication;
- Parenting issues; and
- Any other issue that is negatively affecting your life or relationships.



Our Counsellors

- Are all tertiary qualified
- Are approved as Family and Child Counsellors by the Attorney General Department under the Family Law Act
- Receive regular professional supervision and training
- Hold Suitability Cards for Working with Children issued by the Commission for Children and Young People

In your first session your counsellor will want to hear what has led you to seek counselling.

At the end of the session you will discuss with your counsellor whether further counselling would be helpful.

Sessions will concentrate on your concerns and how you may work to resolve them.

How much does it cost?

\$20.00 – for clients with an income less than \$14, 000 (must show concession card)

\$65.00 – for all other clients

It is the policy of Centacare that no client will be refused a service on the basis of an inability to pay. If you have a concern about our fee's please speak with an Administration staff member.

How Do I Make An Appointment?

Appointments can be made by phoning Centacare. The receptionist will allocate you an appointment time.

No referral is necessary.

Office hours are:

9.00am to 4.45pm Monday to Thursday
9.00am to 4.15pm on Friday.

Please speak to the receptionist to request an after hours appointment.



Family and Relationship Counselling is funded by the Federal Government under the Family Relationship Services Program.

“ENHANCING THE WELLBEING OF INDIVIDUALS AND FAMILIES”