

## Making an appointment

You do not need a referral to use this service. All you need to do is telephone Centacare on 4772 9000 and request a counselling appointment with the Family & Relationship Counselling Program. We do require the person attending the appointment to call to make the appointment. For children under 16 years we require the parent or legal guardian to call.

### Office Hours:

Monday & Thursday 8.30am-5.00pm  
Tuesday & Wednesday 8.30am-7.30pm  
Friday 8.30am-4.30pm

We try to offer you your first appointment within 7 - 14 working days, however if we have a waitlist you will be contacted as soon as an appointment becomes available.



## Mission Statement

CENTACARE is the Catholic Church reaching out to individuals and families seeking assistance. We respond out of our commitment to the Gospel values of dignity, respect and justice for all and offer a range of professional counselling, support and related services in partnership with the community and governments.

This program is funded by the Department of Families, Housing, Community Services and Indigenous Affairs.

## Our Offices



Centacare

*A Mission of  
the Catholic  
Diocese of  
Townsville*

### TOWNSVILLE

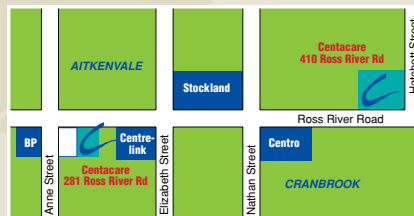
410 Ross River Road, Cranbrook  
2/281 Ross River Rd, Aitkenvale  
PO Box 1362, Aitkenvale Qld 4814  
P> (07) 4772 9000  
F> (07) 4755 0322  
E> [centacare@tsv.centacare.org.au](mailto:centacare@tsv.centacare.org.au)

### MOUNT ISA

2 Corbould Street, Mount Isa  
5 Miles Street, Mount Isa  
PO Box 1375, MOUNT ISA Qld 4825  
P> (07) 4743 4449  
F> (07) 4743 1157  
E> [cfs@isagsp.centacare.com.au](mailto:cfs@isagsp.centacare.com.au)

### BOWEN

52 Herbert Street, Bowen  
PO Box 826, BOWEN Qld 4805  
P> (07) 4786 4158  
F> (07) 4786 4266  
E> [bowenctr@bigpond.net.au](mailto:bowenctr@bigpond.net.au)



# FAMILY AND RELATIONSHIP COUNSELLING



jasper-design.com

## What we offer

The **Family & Relationship Counselling Program** provides counselling to individuals, couples, children and families around issues that can impact on family relationships. Some of the issues that this program supports people with are:

- Relationship or family enhancement
- Family formation
- Separation / divorce
- Parenting issues
- Conflict and anger
- Communication
- Intimacy
- Loss and grief
- Childhood issues impacting on their current relationship

This program, like all at Centacare, is committed to the provision of services that are respectful of the individual's intrinsic worth and dignity.

Centacare is an approved agency under the Family Law Act 1975.



## Your counsellor

All counsellors have a tertiary qualification in the social sciences field with practical experience in family and relationship counselling.

Counsellors are ethically bound to refer clients to other appropriate services, i.e. for issues that are outside their field of expertise or where the issue does not fit within the guidelines of this program.

## Confidentiality

Counselling is confidential within the limits of legal and professional boundaries. This can be further clarified with your counsellor in the first session.

## Appointment times

Appointments are generally made on a fortnightly basis and take 50-60 minutes. After hours appointments are available only on Tuesday and Wednesday evenings until 7.30pm.

## Outreach services

The Family & Relationship Counselling program is delivered from Townsville and provides a visiting outreach service to Ingham, Ayr, Charters Towers and Cannonvale. Appointments in outreach areas are made either fortnightly or monthly, depending on availability and demand.

## Client contribution

This program is partially subsidised through the **Department of Families, Housing, Community Services and Indigenous Affairs**.

To keep our services available to all, Centacare requests a fee for service based on a sliding scale of combined annual household income.

### The scale is:

Annual combined household income < \$45,000 = \$30 per session

Annual combined household income \$45,000 - \$65,000 = \$50 per session

Annual combined household income \$65,000 - \$80,000 = \$60 per session

Annual combined household income > \$80,000 = \$70 per session

Clients who hold concession cards are not obliged to pay, however contributions toward the costs of service provision are encouraged (concession cards must be presented).

While no-one is refused our service on the basis that they are unable to pay, client contributions enable us to continue to provide a valuable service to the community.

If payment of the scheduled fee is not possible, a reduced fee can be discussed with your counsellor at your first session and is reviewed in subsequent sessions.