



Centacare

CENTRAL WEST & ORANA

CLIENT HANDBOOK



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Who we Are

Centacare is the official social services arm of the Catholic Diocese of Bathurst providing a range of professional services to assist individuals, families, children, and communities in the Central West and Orana region of New South Wales. We are a charitable, not-for-profit agency.

The organisation was built on two guiding principles:

- Everyone and every community have resources and strengths which can be mobilised so that they can thrive
- Everyone is part of something more than their individual selves – a family, a community, a school, a workplace- and each individual has to be understood in their relevant context





Mission & Vision

Our Mission

With Jesus Christ as inspiration and guide, Centacare provides professional social services to empower communities, families, children, and individual adults to thrive.

Our Vision

Centacare is cooperating with God in creating the kind of society God wants, a society in which there is full recognition of the rights and responsibilities of all, a community that values families and relationships and promotes dignity, equality, respect, and participation of all, especially the vulnerable and disadvantaged.



Our Values



Reflection on Gospel values and Catholic social teaching

Dignity and worth of the human person

Relationships and interconnectedness among all

Common good

Priority for the most disadvantaged, devalued, and marginalised

Care and respect for resources and the environment

Integrity and accountability

Social Justice

Responsiveness to the needs of the community

Partnerships and collaboration

Professionalism

What we do

Family Relationship Services

Mental Health Services

Pre Marriage Education

Family Dispute Resolution

Employee Assistance Program

Psychometric Testing

Schools Wellbeing Program

Family Law Pathways

Community Outreach Wellbeing Support

Aged Care Volunteer Visitors Scheme

Outside of School Hours Care

Home Interaction Program for Parents & Youngsters

Early Childhood & Community Programs

Wellbeing Programs

Learning & Support



Your Rights

As a client, you should expect that you will:

- Be treated with respect and dignity, irrespective of culture, language, age, ability, gender and sexual orientation, religious beliefs, and/or lifestyle.
- Be consulted about your needs and preferences, and be able to refuse or accept assistance.
- Be involved in decisions about your assessment for services and agree with the services to be provided.
- Be provided with a clear explanation of the service/s you will receive.
- Have access to and receive professional, competent services that match your needs and are provided by appropriately qualified workers – within the scope of Centacare’s contracted program guidelines.
- Have access to information about any other services that may be of assistance and be free to choose services from available alternatives to enable you to make informed choices.
- Have access to information about Centacare, including services offered, policies and procedures, user rights and grievance procedures.
- Be advised of any changes to services or supports.
- Be able to involve an advocate or interpreter at any time.
- Have your privacy and confidentiality respected regarding client records or any personal information held by Centacare.
- Have, subject to the rights of others, access to any personal records held by Centacare within the guidelines of the Australian Privacy Principles.
- Be able to discontinue the service or refuse to have a particular staff member of Centacare without recrimination or jeopardising future access to Centacare’s services.
- Be free to complain or express grievances about any aspect of Centacare’s services or operation, and to appeal decisions about service provision and expect to be treated fairly, promptly and without retribution.

Our Expectations

As a client, we expect that you will:

- Provide Centacare with all the necessary information to achieve a suitable service for you and your dependents.
- Ensure you advise us of any changes to your personal details.
- Respect the rights, privacy and dignity of Centacare staff.
- Respect the rights of other Centacare clients.
- Honour agreements made with Centacare staff about service provision and support and advise us of changes in support requirements.
- Take responsibility for yourself and results of any decisions you make.
- Inform our service if you are unable to make an appointment.
- Ask for a support person, if you may require one.
- Pay any fees that may be required.
- Ask questions if there is anything that may be unclear.
- Provide us with feedback on your experience.
- Exercise responsibility for your own safety, and avoid putting the safety of others at risk.

All clients of Centacare have the right to be treated in a respectful and considerate manner; to feel safe; to be heard and informed; and to receive high quality services.







Your Privacy

The Privacy Act 1988 (Cth) requires Centacare Central West & Orana to fulfil certain requirements when it collects and discloses personal information. Personal information is any information that identifies you and includes sensitive and health information.

Protecting your privacy is very important to us and we are committed to handling your personal information in accordance with our obligations. All personal information collected from you will be securely stored and protected from unauthorised use or access.

All reasonable steps will be taken to ensure information is accurate and up to date. All information disclosed to us is kept confidential, except where we have your consent to share it, or are required to by law (e.g. if you are in danger of harming yourself or someone else; you reveal the abuse of, or risk of harm to, a child; or you reveal that you are committing a serious criminal offence, we may be obligated to report these).

If you would like more information about Privacy, please view our Privacy Statement [here](#).

Feedback & Complaints

We value your feedback, it helps us to improve the standard of service and support to you and our clients. We welcome your feedback about our services, support and staff at any time and encourage you to contact our administration office or complete a feedback form, available [here](#)

We aim to provide high quality services, so we would like to know if you have any concerns. We value your comments and ideas. We encourage you to raise any concerns/complaints with a Centacare worker, if you feel comfortable in doing so.

If you are not happy discussing a complaint with a Centacare worker or you are not satisfied, your concern/complaint can be submitted:

- in-person
- by phone
- online via our feedback form [here](#)
- in writing

If you would like more information please view our Feedback & Complaints Brochure [here](#)



Child Safety



We are committed to being a Child Safe organisation. We are committed to ensuring the safety, wellbeing and dignity of all who use our services. We particularly seek to create conditions that reduce the likelihood of harm to children.

We have zero tolerance of all forms of abuse and we will only partner with similarly committed organisations. We respect all children and young people – we listen to them, we proactively seek to understand their perspectives and include them in the work we do.

We have a duty to children and young people to ensure the staff who work with them are safe and skilled. In accordance with legislation, our staff are screened and checked for their suitability before employment. Our Code of Conduct sets clear day-to-day expectations for our staff, and we provide ongoing training to equip them with the most current knowledge and skills to work with children and young people, and to uphold Child Safe Standards.

We have detailed policies and procedures to guide how we listen, take seriously and respond to complaints and allegations of abuse. We have regular checks to ensure that we comply with the Child Safe Standards, and we hold each other accountable and continue to look for ways we can improve. Our staff undergo Criminal History checks, and all have current Working With Children Checks.

Our Advisory Council, Leadership Team, staff, and volunteers – share this commitment. Our commitment is underscored by our core Catholic values and our Guiding Principles.



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