

Jacaranda Community Centre

146 Epsom Avenue

Belmont 6104

Contact: 9477 4346

Email:
info@jacarandacc.org.au

Opening Hours:

Monday to Thursday

9.00am to 4.30pm

Friday

9.00am to 2.00pm

BUSINESS AS USUAL THROUGH COVID 19

Our Centre has been able to remain open throughout COVID 19 and its restrictions. While we have adapted our normal working week, we have fortunately been able to provide our services in various types of form. This has included, phone interviews, face to face interview with strict protocols including cleaning, cleaning and yes more cleaning. For some of us we have even learnt how to issue digital vouchers (and no I didn't need my children to show me). Our work weeks now consists of phone calls, emails, face to face interviews and the ever so popular zoom, zoom, zoom.

Clients perception during COVID

Why can't I come into the office I don't have anything?

That's great that you don't, however I might or the people that you share the bus with to get here might.

I'm okay I've had my flu shot last week?

Mmmm that's good but the flu shot isn't going to stop or prevent COVID?

Where're all in this together!

SOME WINS FOR OUR CLIENTS

Client in her 40s, had gone through DV previously. She has to move houses every few months in last 2 years due to her ex partner controlling her and the violence. She ended up with Tenancy debt for 3 different properties. Finally she moved out of the relationship and went to refuge. I saw her in refuge and assisted her with her issues. She had Credit Corp debt \$5557 which was waived due to our intervention.

We have helped clients who are wheelchair bound and their support worker unable to take them shopping or do shopping for them. We have been able to look at dropping off food, do online shopping to get it delivered. Referral from Belmont City Council.



Our Jacaranda Tree by Staff and Art Class



OUR STAFF

CEO – Lyndsey

Financial Counsellors, Capability
Officers

Clarissa, Aien, Jas, Seema, Lee-Ann,
Karen, trainee Greg.

ER Worker - Edward

Family Support

Greg and Uncle Venis (on leave)

Reception and Administration

Kitty and Sam

A new arrival to Australia and he had a job as an ‘Engineer’ and it was a high paying job. Due to the COVID19, he lost his job which caused him massive anxiety attacks and much stress about paying his Rent, Utilities, Credit Card and other accounts in his name. He applied for Centrelink but this is a long process and at the time, he was 4 weeks in Arrears of Rent. After I accessed information relating to his Rent Arrears that we assisted with payment to clear his Arrears. He called me 2 days later and thanked us for what we had done for him and his Family. Since we had assisted with his Rent Arrears, he feels more positive and more focused on what he needs to do.

WORK CONSTRAINTS

Through this already tough, unusual time our centre has also switched over to NBN, we have gotten new computers. So if times weren’t stressful demanding we had to deal with no computers, or phones disconnecting during calls, no emails. However at our centre we have our own superhero AIEN always to the rescue with anything we ask.

HELP IS ONLY A PHONE CALL, EMAIL AWAY

While we are slowly coming out the other side, we are still here and open for business. Please, please, please, do refer through anyone struggling to our centre. We are fortunate that, at this time in need we do not have restrictions of where we are able to help clients, in saying this Broome might be a bit too

far. Our Centre also have second bite delivery on Tuesday afternoons, people are able to attend to collect fruit and vegetables after 3pm.

WHERE JACARANDA CAN BE FOUND WHEN NOT IN BELMONT OFFICE

STARRICK WOMENS REFUGE

LANGFORD ABORIGINAL ASSOCIATION

ZONTA WOMEN’S REFUGE

SALVATION ARMY REFUGE

DEPARTMENT OF COMMUNITIES- HOUSING:

FREMANTLE & CANNINGTON

ST PATS FREMANTLE

CHURCH CAFÉ ARMADALE

SCALES - ROCKINGHAM