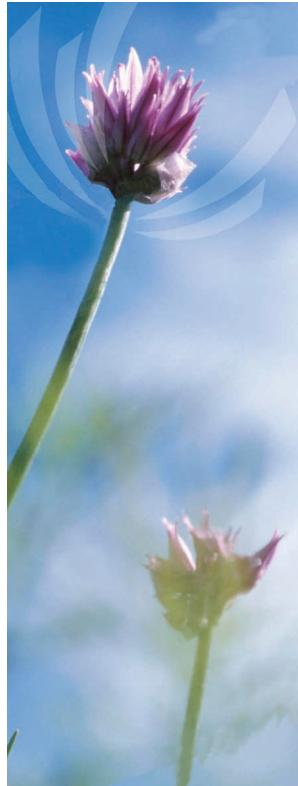


## Vision

To provide quality professional community services to those in the Diocese of Rockhampton



## Mission

To share in the healing ministry of Jesus, by providing professional community services to enhance the wellbeing of individuals and families.

PD 309 Version 2: May 2011



[www.centacare.net](http://www.centacare.net)

For all appointments, re-scheduling and enquiries please call

**1300 523 985**

Diocesan Administration  
168 William St  
PO Box 819  
Rockhampton Q 4700  
[admin@centacare.net](mailto:admin@centacare.net)

Centacare Bundaberg  
79 Woongarra Street  
Bundaberg Q 4670  
[bundaberg@centacare.net](mailto:bundaberg@centacare.net)

Centacare Emerald  
Egerton Street  
Emerald Q 4720  
[emerald@centacare.net](mailto:emerald@centacare.net)

Centacare Mackay  
35 Milton Street  
Mackay Q 4740  
[mackay@centacare.net](mailto:mackay@centacare.net)

Centacare Rockhampton  
10 Bolsover Street  
Rockhampton Q 4700  
[rockhampton@centacare.net](mailto:rockhampton@centacare.net)

Family Relationship Centre Mackay  
35 Milton Street  
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Family Relationship Centre Rockhampton  
10 Bolsover Street  
Rockhampton Q 4700  
[frcrockhampton@centacare.net](mailto:frcrockhampton@centacare.net)

Also providing services in:

**Yeppoon** - [yeppoon@centacare.net](mailto:yeppoon@centacare.net)

**Blackwater** - [blackwater@centacare.net](mailto:blackwater@centacare.net)

**Gladstone** - [gladstone@centacare.net](mailto:gladstone@centacare.net)

# Disability Services





## What Disability Services does Centacare provide?

**CENTACARE** is currently approved to provide the following programs:

### ➔ 1.06 In-Home Accommodation Support

through the Adult Lifestyle Support Program. This support involves individual in-home support and/or developmental programming services for people with a disability, supplied independently of accommodation. The accommodation may be owned, rented, or otherwise provided, but should be independent of the agency providing the in-home support service, including: Physical assistance, Dressing, Tidying and cleaning, Meal preparation and Personal care

### ➔ 3.01 Community Access

through Post School Services funding. These programs provide ongoing day-to-day support for service users to gain greater access and participate in community-based activities. Programs may focus on continuing education to develop skills and independence in a variety of life areas (e.g. self-help, social skills and literacy and numeracy) or enjoyment, leisure and social interaction. Support services include: Developing relationships, Personal grooming, Social skills, Communication, Budgeting, Problem solving, Community events participation, Appointments and Volunteer work.

## About Disability Services

### Who can get the DS funding?

Centacare provides DS funded services to those who meet the following criteria:

- ◆ The person has a disability as defined under *Queensland Disability Services Act 2006*
- ◆ The person with a disability is between 0 and 65 years
- ◆ The person with a disability lives within the community.

### Will the service cost me anything?

All services provided under DS funding are covered by your individual funding agreement.

### How do I apply?

You can contact the Centacare Disability Services Team for any information about how to apply.

### Phone Centacare: 1300 523 985

Or call Disability Service QLD directly on:

**Telephone:** 1800 177 120

(toll-free within Australia)

**TTY:** (07) 3896 3471

1800 010 222 (toll-free within Australia)

**Email:** [disabilityinfo@disability.qld.gov.au](mailto:disabilityinfo@disability.qld.gov.au)

### A Word on our Staff...

Our staff are carefully selected and are subjected to security checks including Police Checks and must hold a Blue Card with Yellow Card Exemption.

## My Services

### How can I be involved in decisions about the services I receive?

Centacare develops individual care plans with you so that you are fully aware of the services that you can receive. They will seek your consent to provide those services and ask you to sign the care plan when you are happy with the final product. You are encouraged to have the additional support of an advocate or support person who will help you to make decisions, and make sure your interests are represented. You can refuse the recommended service.

### How can I be involved in the management of my DS Service?

At regular periods, service providers will ask you to let them know if you are satisfied with the services you receive, and if you would like to make any changes to the way they provide services. This will occur during a regular process of reviewing your ongoing needs and requirements. They will do this by asking you to fill in a survey, have a discussion with them directly, or attend a morning tea or focus group. We would encourage you to take part in this activity as your feedback provides us with an opportunity to continuously improve our service to you.

