

Families and Disabilities Services is a provider of flexible and empowering support and respite options to individuals with disabilities and their families/carers.

Centacare welcomes all feedback in order to maintain continuous improvement of our service and is committed to the Disability Services Queensland Service Standards.

## Service Values and Principles

Centacare is committed to providing services to people with disabilities that enrich and enhance their quality of life by utilising a developmental model. Aspiring for a “good life” that reflects age appropriate and enriching and broad experiences for people with disabilities is what underpins all of what we do.



## 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 service is primarily funded by Disability Services Queensland.

## Our Offices



**Centacare**

*A Mission of  
the Catholic  
Diocese of  
Townsville*

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# FAMILIES & DISABILITIES SERVICES



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## Respite House

### What is it?

The Respite House offers the opportunity for individuals with a disability to experience some time away from home in a supported, safe, positive and fun environment, while also providing an opportunity for respite for families and carers.

The Respite House is a purpose built low set house located in Railway Estate. The Respite House is staffed by the Respite House Supervisor and qualified Disability Support Workers.

### Who is eligible?

Accessible to individuals with disabilities as defined within the Disability Services Act Qld 2006, who are aged up to 65 years from Townsville and surrounding rural areas.

### When can I access Respite House?

The Respite House is open to guests seven days a week, for fifty weeks per year. Stays at Respite House are time limited.

Three guests can be supported at any one time for planned respite stays. Provisions are made for an additional guest in emergencies, for guests that are known and registered with the program. Bookings are made by contacting the Respite House Supervisor.



A waiting list may apply from time to time due to the high demand for respite.

A fee schedule can be provided when contacting the Disabilities Team. Note no client will be refused our service on the basis that they cannot pay.

## In Home Program

### What is it?

The In Home Program is a community based program that provides opportunities for individuals with a disability, and their families/ carers to access a range of flexible and inclusive support options.

The Centacare Families and Disabilities Services is an approved service provider for the following Disability Services Queensland funding packages:

- Flexible Family Support Program - child and adult
- Adult Lifestyle Support Program
- Post School Support Program

Centacare is the only approved non-government service provider in the northern region that manages the Flexible Family Support Program funding packages.

### Who is eligible?

Individuals with a disability or families who care for an individual with a disability, who

have a funding package through Disability Services Queensland.

Centacare also has a Family Support Program, funding for families who care for a child with a disability aged under 18 years.

### What can I Expect?

A Family Support Facilitator works with families and individuals with disabilities to develop a support plan, which may include:

- Respite
- In-home support (e.g. Personal Care)
- Community living and participation
- Life skills development
- Access to specialised services and/or purchases of equipment

How funding packages can be utilised is dependent upon the respective Disability Services Queensland funding guidelines.

### Family Support Facilitators also provide:

- Emotional support
- Information and referral
- Recruitment and matching of Disability Support Workers
- Innovative support options
- Positive behaviour management strategies