

PALM COURT DAY RESPITE



Mercy Health and Aged Care
Central Queensland Limited



The HACC Program is directed at improving the quality of life for those persons living in the community who, in the absence of basic maintenance and support services, are at risk of permanent or inappropriate admission to long term residential care.

Purpose

1. To offer a program that is tailored to the individual needs of each client.
2. To provide a centre that will enhance and improve the quality of life of our clients, through providing physical and mental stimulating programs.
3. To provide programs that take into consideration the interests and skill sets of each client.
4. To encourage friendship
5. To enable clients to socialise away from their own home environment.

Who Can Come To The Centre?

Anyone who meets the criteria. Please discuss with Respite centre Manager.

Service Delivery

Mercy Aged Care Services aims to provide services, which meet the needs of each individual client during their time at our Centre. We also provide support services, which meet the needs of all consumers and carers involved with our Centre.

What Does The Centre Offer?

- Transport to and from the Centre by bus to your door within Rockhampton city limits
- Wheelchair facility available on bus
- Morning Tea and Lunch
- Programs based on individual choice
- Music Concerts
- Exercise sessions
- Manual arts activities
- Craft
 - Board games
- Cards
 - Billiards
- Movies
 - Gardening

Who Can Refer Clients To The Centre?

The Centre receives referrals from:

- Health Professionals
- Medical Practitioners
- Relatives
- Carers
- Other service providers
- Access Point

All new clients' needs are assessed before commencing to attend the Centre.

When Is The Centre Open?

The Centre is open

- Monday to Friday between the hours of 9.30am – 2.30pm
- Closed weekends and public holidays

How Much Does It Cost?

Part of the cost of operating the service is met by the Queensland Government. Clients contribute \$10.00 per day to help defray costs.

What If I Can't Attend?

We would appreciate a call if you are unable to attend the Centre on your particular day.

Avenues of Complaint

We recognise that clients, carers and staff have the right to access fair and equitable procedures for dealing with complaints or grievances.

Any complaints about the service will be dealt with fairly, promptly, confidentially, and without retribution. Please contact the Manager.