



The Commonwealth Home Support Program delivers care and support to older persons, living in the community, to maximise their independence and to help them to remain living at home.

Purpose

Mercy Day Respite provides an opportunity for older people to participate in community life and feel socially included through structured, group-based activities that develop, maintain or support independent living and social interaction.

Activities are designed to encourage friendships and connections and to reduce social isolation.

Who Can Come To The Centre?

Anyone who meets the criteria, as set and assessed by My Aged Care. Please contact My Aged Care on 1800 200 422, or the Respite Centre Manager for more information.

Service Delivery

Mercy Aged Care Services aims to provide services, which meets 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
- Concerts and musical activities
- Exercise sessions
- Craft
- Cards
- Movies
- Boards games
- Billiards
- Gardening
- Client computer available

Who Can Refer Clients To The Centre?

The Centre receives referrals from My Aged Care. All new clients' needs are assessed before commencing their attendance at the Centre.

Interested clients should contact My Aged Care on 1800 200 422. My Aged Care is open for calls Monday-Friday, 8am-8pm and Saturday, 10am-2pm.

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?

Clients contribute an arranged cost per day to help defray costs. Please contact My Aged Care on 1800 200 422, or the Respite Centre Manager for more information.

This service is supported by the Australian Government Department of Health. Visit the Department of Health website - www.health.gov.au for more information.

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.