Queensland Community Care Services
– helping you stay at home and in your community

What are Queensland Community Care services?
Most people want to live in their own home, but some people with a disability or chronic (ongoing) condition can find this difficult without support. Help can be provided by carers, such as family and friends, and also by service providers funded by the Department of Communities, Disability Services and Seniors to deliver Queensland Community Care services.

These service providers recognise that you want to retain your independence, manage your day-to-day life in your own home, and participate in your community. The service providers can provide you with basic support to maintain and build your ability to carry out daily living tasks. You can receive help at home and support to get out into the community, and carers can receive a break.

Queensland Community Care services are offered in your home or local community.

Information about the artist and the painting:
The artist is Georgina Altona [Kamilaroi artist] 1959-2008. She lived in Tamworth, NSW. The painting represents the Tree of Knowledge – forever growing, branching out and spreading her wisdom, spreading the seeds of knowledge in the winds to all the lands. Through this knowledge we learn the spirit of giving and healing. WE ARE THE HEART AND SOUL OF OUR ANCESTORS.

Where are Queensland Community Care services provided?
Services provided in the community include:
• **Centre-based day respite**
  Offering company and group activities in the centre and short trips away from the centre.
• **Transport**
  Helping you get out and about to a day centre, the shops or your appointments.

Services provided at home may include:
• **Domestic assistance**
  Working with you to clean, wash clothes or iron.
• **Personal care**
  Assisting you with bathing or showering, dressing, hair care and toileting.
• **Home maintenance**
  General minor repairs and care of your house or yard (for example, changing light bulbs, fixing door locks or leaking taps).
• **Home modification**
  Installing safety aids like alarms, ramps and support rails in your home.
• **Food services**
  Providing assistance with preparing and cooking a meal in your home, including advice on nutrition, storage and food preparation.
Some services may be provided either at a community centre or in your home:

- **Social support**
  Assisting you to go shopping, banking or to medical appointments, or just providing company for a chat.

- **Community nursing**
  Providing the services of a qualified nurse (e.g. wound dressing, continence advice).

- **Allied health services**
  Providing specialist services such as physiotherapy, podiatry, speech pathology, occupational therapy, social work or advice from a dietitian or nutritionist.

- **Respite care**
  Giving carers a break from their caring role. A respite worker looks after the person needing care so the carer can enjoy other activities and interests.

- **Counselling/support, information and advocacy**
  Assisting you to understand and manage situations arising from your need for care or with your caring role.

- **Meals**
  Preparing meals for delivery to you.

### Who is eligible for a Queensland Community Care service?

Queensland Community Care services help people to maintain their independence. People living in the community are eligible for services if they are:

- Aboriginal or Torres Strait Islander people aged under 50
- having difficulty performing core activities of daily living, and
- at risk of losing their independence or having to go into long term residential care.

Support is also available to carers of people who are eligible for Queensland Community Care services. Details are in the *Are you caring for someone at home?* factsheet available from your local Queensland Community Care service provider.

### Assessment

To assess your needs, the service provider will talk to you about how you are coping with your daily living. Your responses are used by the service provider to determine your eligibility and need for a service.

### Will I have to pay for a Queensland Community Care service?

Each Queensland Community Care service provider has its own policy on fees, but most providers ask for a small contribution, depending on your situation. Special consideration is given to people with limited finances.

### How do I get information about services in my area?

You, your doctor, your hospital discharge nurse, a family member or friend can:

- phone the Queensland Community Care Services Access Point on 1800 600 300
- contact your local Queensland Community Care service provider: