



# St Carthage's Community Care

## List of Services

**HOME CARE PACKAGES – LEVEL 2** — are individually planned and coordinated packages of care (case managed) tailored to assist people to live independently at home. ***Far North Coast Region***

**HOME CARE PACKAGES – LEVEL 4** — are individually planned and coordinated packages of care (case managed) tailored to assist people to live independently at home. ***Kyogle, Casino, Lismore and surrounding areas***

**DOMESTIC ASSISTANCE** — includes cleaning, dishwashing, laundry, ironing and unaccompanied shopping. ***Far North Coast Region***

**PERSONAL CARE** — assistance with daily self-care tasks including eating, bathing, toileting, dressing, grooming, getting in/out of bed and moving about the home. ***Far North Coast Region***

**SOCIAL SUPPORT** — aims to assist people to participate in community life, including visiting services, assisting with shopping and other related activities. ***Far North Coast Region***

**SENIORS DAY CLUB** — provides Centre Based Day Respite for older people residing in their own homes. Clients are offered the opportunity to participate in recreational and leisure activities. ***Based in Lismore for people living in Lismore and surrounding areas***

**SENIORS OVERNIGHT AND FLEXIBLE RESPITE SERVICE** — for carers of frail older people, people with dementia and people with dementia and challenging behaviours. Respite is provided at the community centre, in the persons own home (day, evening or overnight) or out of home (in small groups, day, evening or overnight). ***Lismore, Richmond Valley and surrounding areas***

**RESPITE FOR CARERS OF ADULTS WITH DISABILITIES** — is available for 1 to 5 consecutive nights. Respite is provided out of home and overnight at Jubilee House. People accessing this service are encouraged and supported to participate in activities within the community. ***Lismore and surrounding areas***

**RESPITE FOR CARERS OF CHILDREN AND YOUNG PEOPLE WITH DISABILITIES** — aged between 5 to 17 years. Respite is flexible and can be out of home, overnight and in groups, offering opportunities to socialise and participate in activities together within the community. ***Lismore and surrounding areas***

**FLEXIBLE RESPITE PACKAGES FOR PEOPLE WITH DISABILITIES** — are individually tailored to meet the needs of the person with a disability and their carer. Respite can be provided at Jubilee House, in the persons own home or out of home (in small groups, day, evening or overnight). ***Lismore and surrounding areas***

**PRIVATE AND BROKERAGE SERVICES** — is the purchase of home care, respite and other support services by individuals and organisations. ***Far North Coast Region***

**INTERNET KIOSK FOR OLDER PEOPLE** — training provided by qualified volunteers on using computers and surfing the internet. Currently three computers with broadband access are available. ***Lismore and surrounding areas***



# St Carthage's Community Care

## Invoicing and Payment Options

St Carthage's Community Care will send invoices to clients who receive services within the first 10 days of each month.

The invoice reflects services received in the previous month and any outstanding balances.

Available ways for you to make payments for the services you receive are:

### **DIRECT PAYMENT FROM YOUR BANK ACCOUNT**

You can request a letter from St Carthage's Community Care for you to provide to your bank with the monthly or fortnightly amount to pay.

Your bank will then arrange payments to be deducted from your account and sent to St Carthage's Community Care. Please note: some banks may charge a fee for this service.

Invoices will not be sent out to you, if paying by this method

### **DIRECT TRANSFER THROUGH INTERNET BANKING**

Through online banking services you can transfer money from your account to the Direct Payment Details stated on your invoice.

### **DIRECT DEPOSIT AT ANY BANK**

The invoice and the payment can be taken directly into any bank and deposited into the bank account stated on the invoice.

### **BY MAIL**

Cheques or money orders need to be made payable to St Carthage's Community Care and sent to 3 Jubilee Ave, Goonellabah, NSW 2480.

Please attach the bottom part of the invoice to your cheque or money order.

If a receipt is required for the payment, please advise and one will be sent back to you.

### **IN PERSON**

Visit the office at 3 Jubilee Ave, Goonellabah and pay either by cash, cheque or money order.

### **ACCOUNT QUERIES**

If you have any queries regarding your account, please contact the office on 02 6620 0000 or if you live outside of the local area, please call 1300 761 833.