

Complaints and Feedback Policy Statement

You are entitled to make a complaint and provide feedback about any aspect of the care or services you receive. Your complaint or feedback will be handled fairly and promptly, without reprisal. Learnings from complaints and feedback will be used to drive organisation-wide continuous improvement.

How to make a complaint or provide feedback

You can make a complaint or provide feedback directly with your service in the first instance. Your complaint or feedback can be given and withdrawn orally or in writing. Alternatively, you can call us on 1300 BLUECARE (1300 258 322) or visit our website: bluecare.org.au/about-us/feedback-and-complaints.

You can also refer your complaint or feedback to the Aged Care Quality and Safety Commission. The Aged Care Quality and Safety Commission can be contacted on 1800 951 822 or agedcarequality.gov.au/making-complaint.

You can choose to make a complaint or provide feedback anonymously. If you choose to do so, we may not be able to consult with you or certain people about the complaint, involve you in the resolution of the complaint, notify you about the outcome, or provide support and assistance to contact the Complaints Commissioner.

We will not victimise or discriminate against anyone for making a complaint or giving feedback to us or the Aged Care Quality and Safety Commission.

If you need help communicating, you can contact:

- Translation services: Call the Translating and Interpreting Service (TIS) on 131 450 or visit tisnational.gov.au
- For hearing or speech loss:
 - TTY (Type & Listen): 1800 555 677
 - Speak and Listen: 1800 555 727

What to expect

We handle complaints fairly, confidentially, and as promptly as possible. We will work with you to find the best way forward and let you know when to expect action. If there is a specific outcome you would like, please share it with us.

Whistleblower disclosures

Under the Aged Care Act 2024, you may qualify for whistleblower disclosure protections if you have reasonable grounds to suspect that the information you are disclosing indicates that BlueCare may have contravened a provision of the Aged Care Act 2024.

If you disclose information to BlueCare that qualifies for whistleblower protection under the Aged Care Act 2024, this will be managed in accordance with our Whistleblower Policy. Alternatively, you may elect to have your disclosure managed as a complaint or feedback in accordance with this Complaints and Feedback Management Policy Statement.

A disclosure can be made to UnitingCare's independent and confidential disclosure hotline, STOPline through any of the following means:

- Telephone: 1300 304 550
- Email: unitingcareqld@stopline.com.au
- Online: [STOPline Disclosure Form](#)
URL – <https://sldisclosures.typeform.com/to/McoZzB4w>
- Post: UnitingCare Queensland, c/o Stopline
PO Box 403
Diamond Creek
Victoria 3089
- Facsimile: 03 9882 4480

Open disclosure

We adhere to the principles of Open Disclosure, which means we will have an open conversation with you if something goes wrong. We will:

- Tell you honestly what happened
- Apologise and explain the situation
- Talk with you about what we are doing to fix it
- Support you through the process

Support and advocacy

If you need support to make a complaint or give feedback, you can contact an independent aged care advocate. You can call the Older Persons Advocacy Network (OPAN) on 1800 700 600 or visit their website: opan.org.au.