

Welcome to BlueCare

Resident support guide





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As at October 2025



Welcome to your new home

Thank you for choosing BlueCare — we're so pleased to have you with us.

Moving can feel like a big change, so we'll be here to help you settle in. From showing you around to introducing you to your new community, our caring team will make sure you feel supported from day one.

This is your home now, and we'll do everything we can to make it warm, welcoming and truly yours. When you're

ready, we'd love for you to explore the lifestyle and wellbeing activities on offer — and perhaps even make a few new friends along the way.

If you have any questions, concerns or just need a hand, please don't hesitate to ask. And if you need an interpreter, we'll happily arrange one for you, free of charge.

We're here to support you, in ways that matter to you.



Our story

Our journey began in 1953

The Methodist Mission at West End, Brisbane, out of concern for older people and people with a disability in the community, begins a nursing service which visits people at home. The first house call by a 'Blue Nurse' - so named because of the colour of her uniform - is made on August 24, 1953 when Sister Olive Crombie travels by tram to care for a patient.

Our mission

BlueCare's mission is to improve the health and wellbeing of individuals, families and communities as we:

"Reach out to people in need, to speak out for fairness and justice, and to care with compassion, innovation and wisdom."



Our values



Compassion

Through our understanding and empathy for others we bring holistic care, hope and inspiration.



Respect

We accept and honour diversity, uniqueness and the contribution of others.



Justice

We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society.



Working together

We value and appreciate the richness of individual contributions, partnerships and teamwork.



Leading through learning

Our culture encourages innovation and supports leading through learning.

Tailor Made care

Because people are unique, our approach to care is tailor made.

We recognise and respect people as individuals. It's from this philosophy that our BlueCare Tailor Made service philosophy was born. BlueCare Tailor Made guides the way we work together to choose the services that suit your needs and goals.

It recognises:

- + Everyone's uniqueness is to be appreciated
- + There's equal partnership between you and BlueCare

- + Your family, friends and/or a representative of your choice are an important part of this partnership
- + The focus is on your skills and capabilities, wishes and needs

"Care is tailored through collaborative conversations of equals – you, your loved ones, and BlueCare."



**Live Life
Your Way**

Our commitment to care

BlueCare ensures safe and quality care is provided in line with the strengthened Aged Care Quality Standards (the Standards).

The Aged Care Quality and Safety Commission (the Commission) regularly assesses the performance of registered aged care providers. BlueCare is committed to delivering safe, high-quality care and services to ensure ongoing compliance with the Standards.

We also have checks in place to ensure we meet the needs of all our residents. We listen to feedback, look at what's working well, and make changes when needed — always aiming to create better experiences for everyone we support.

Your rights, your care under the Aged Care Act

From 1 November 2025, the Australian Government introduced the strengthened Aged Care Quality Standards as part of the new Aged Care Act. These changes are designed to give you greater confidence in the care and services you receive.

They place your rights, choices and wellbeing at the centre of care delivery and set clear expectations for aged care providers like BlueCare.

What the standards mean for you

The strengthened Aged Care Quality Standards include several areas that are especially important for people receiving residential care.

Standard 1 – The person

You have the right to be treated with dignity and respect. Your care must reflect your individual needs, preferences, culture and identity. You'll be involved in making decisions about your care and services.

Standard 2 – The organisation

Your provider must be well-governed and accountable. They should listen to your feedback and use it to improve the quality of care.

Standard 3 – The care and services

Your support services should be safe, personalised and flexible to optimise independence and maximising quality of life. They need to be regularly reviewed so they meet your changing needs.

Standard 4 – The environment

You receive care and services in a physical environment that is safe, supportive and meets your needs.

Standard 5 – Clinical care

The clinical care you receive should be person-centred, safe, effective, and coordinated. Clinical care services will meet your changing clinical needs and will be in line with your goals and preferences.

Standard 6 – Food and Nutrition

Your meals reflect your preferences and culture, and the dining experience contributes meaningfully to your wellbeing.

Standard 7 – The Residential Community

You should feel safe, respected, and supported, with services that help you stay connected and enjoy a smooth transition into residential care.

To help us maintain the highest standards, our homes are regularly reviewed by the Commission. We also take part in the Government's Quality Indicator Program (QI Program), which helps track and improve important areas of care, such as wellbeing and safety.

Every three months, we submit care information (called 'quality indicators') to the Government. This helps us continue to improve your experience and care. We may ask for your consent to share de-identified information to support this.

We also follow all relevant legislation including food and fire safety and each of our homes has a quality plan in place that's reviewed regularly.

If you'd like to know more about the accreditation process or the Strengthened Aged Care Quality Standards, please speak with your Residential Service Manager or visit our website at bluecare.org.au.

How we support you at BlueCare

We're here to make you feel at home.

Whether you're with us for the long term or just for a little while, our team will work with you and your loved ones to create a care plan that suits your needs and preferences.

A sense of belonging

We focus on building strong relationships, treating everyone with respect and care. Our goal is to support your wellbeing, independence and quality of life — every day.

Care built around you

Every BlueCare home is a little different, but one thing stays the same — you're at the centre of everything we do. We'll support you to settle in, feel comfortable, and stay connected to the people and things you love.

Your voice matters

We welcome your feedback through regular resident and family meetings, and our Consumer Advisory Body ensures your voice helps shape the decisions we make.

Together, we will:

- + Create a care plan just for you
- + Support your goals and choices
- + Keep you connected to your community
- + Help you feel safe, comfortable, valued and heard.

For more information, visit bluecare.org.au or call us on 1300 258 322 or speak to your Residential Service Manager at your home.

Everyday care and lifestyle

At BlueCare, you're supported by a kind and capable team — including nurses, carers, hospitality staff, allied health professionals, chaplains and volunteers.

Everyone is here to help you feel safe, comfortable and cared for.

A life you enjoy

We offer daily lifestyle activities tailored to your interests — whether that's gentle exercise, music, films, celebrations or simply spending time with others who enjoy the same things.

Nutritious meals made for you

Our meals are fresh, tasty and designed around your needs. You can choose what you'd like to eat and how much, with all ingredients and options easy to view. Menus are dietitian-reviewed and follow the Maggie Beer Foundation's food philosophy.

Enjoy the outdoors

Our homes feature beautiful gardens with places to relax, chat or enjoy nature. Many also have gardening clubs if you'd like to get involved.

If you'd like to know more about any of our services, your BlueCare team is always here to help.



Your rights in residential aged care

At BlueCare, your safety, wellbeing and rights are our top priority.

We follow the Australian Government's Statement of Rights for Residential Aged Care, which outlines what you can expect while living in your new home.

You'll have received a copy of this statement when you joined us, but here are the key points:

You have the right to:

- + Make your own choices about your life and care
- + Have those choices respected by others
- + Be supported with clear information to help you make decisions
- + Share your wishes, needs and preferences in a way that suits you

We are committed to upholding these rights every day and working in partnership with you to ensure you feel heard, respected and in control.

If you'd like another copy of the Statement of Rights, or want to talk more about your rights, please speak to a member of your BlueCare team — we're always here to help.



You can find the full statement here.



Support with decision-making

At BlueCare, we believe you should always have choice and control over your life and care.

If you would like support to make decisions, you can choose one or more trusted people to help you. These supporters are there to guide you, help you understand your options, and respect your wishes — but they cannot make decisions for you.

This support helps ensure your voice is heard and your wellbeing is promoted.

If you're a NDIS participant, both the Aged Care Statement of Rights and the NDIS Quality and Safeguards Framework apply to your care.

If you'd like more information or support to set up decision-making arrangements, please speak to your BlueCare team — we're here to help.

Your responsibilities as a resident

At BlueCare, we want everyone to feel safe, respected and well cared for.

As part of our community, there are a few simple responsibilities we ask you to follow:

Be respectful

Please treat staff, visitors and other residents with kindness and consideration. Any form of abuse, harassment or unsafe behaviour is not acceptable.

Help us keep everyone safe

We all share the responsibility for creating a safe and comfortable environment for staff, residents and visitors.

Share important information

To give you the best care, we rely on you to share relevant and up-to-date information — including any concerns you may have about your care.

Pay fees on time

We ask that any agreed fees are paid on time. If you're having trouble, please call our BlueCare Finance team on [1800 708 061](tel:1800708061) — we're here to help.

Let us know if you're going away

If you're planning to take some time away, just let your Residential Service Manager know.

These responsibilities help us create a warm, safe and supportive home for everyone. Thank you for being part of our BlueCare community.



Settling into your new home

We want you to feel comfortable, safe and supported in your BlueCare home.

Here's some helpful information about your room and personal belongings:

Your room

Your room includes furnishings that are suited to your needs. You're welcome to bring small personal touches like photos, blankets and ornaments. Please label your items and speak with your Residential Service Manager before hanging anything or making changes.

Electrical items

To keep everyone safe, please check with staff before bringing in any electrical equipment.

Personal belongings

Due to limited storage space on premises, we're unable to store personal items. If you no longer need personal items, please arrange for them to be collected promptly. Also, upon resident departure we do ask that personal items are removed within 48hrs. If items are required to be stored awaiting collection by family or others a fee may be applied for the removal and storage.

Please discuss these arrangements with your Residential Service Manager. BlueCare is unable to accept donated goods from residents' belongings, but we can assist with donation of high value items through our Lifeline partner stores.

Insurance and valuables

BlueCare's insurance doesn't cover personal items, cash or valuables. We recommend not keeping large amounts of money or valuables in your room and suggest arranging private contents insurance for peace of mind.

Respecting privacy

Everyone deserves their privacy. Please avoid entering another resident's room without permission.

Additional lifestyle services

Some BlueCare homes offer Higher Everyday Living services, which provide extra comforts and choices at an additional cost. To learn more, speak with one of our friendly team members.

We're here to help you settle in and feel truly at home.

Supporting Aboriginal and Torres Strait Islander peoples

At BlueCare, we respectfully acknowledge the Traditional Custodians of the lands on which we work and live. We honour the rich cultural heritage, knowledge and continuing connection of Aboriginal and Torres Strait Islander peoples to Country.

We are deeply committed to walking alongside First Nations peoples in a spirit of genuine partnership, truth-telling and reconciliation. In line with UnitingCare's Reconciliation Action Plan, we aim to provide culturally safe and responsive care. This includes listening to the voices of Aboriginal and Torres Strait Islander consumers, families and communities, and embedding their perspectives in the way we deliver our services.

We understand the importance of culture, kinship, language and spirituality. We will work with you to ensure that your identity and traditions are respected, and that our support reflects what matters most to you.

At BlueCare, everyone belongs

We recognise and celebrate all forms of diversity, including diversity of religion, spirituality, sexuality, gender identity, culture and heritage.

By understanding what's important to you, we can better support you to continue to live your best life. We want you to feel that you can be yourself with our staff. We encourage you to talk to us about what's meaningful to you, your preferences and anything that will make your experience with us better.

The more we know, the better we can tailor our services to deliver what you need.

Diversity, Equity and Inclusion

Information that is collected about your identity, community, connections and history that has meaning to you may include:

- + identifying as an Aboriginal or Torres Strait Islander person
- + cultural and linguistic diversity
- + religious affiliation or spirituality
- + gender identity and expression
- + sexual orientation
- + customs, events or celebrations that you acknowledge.

BlueCare acknowledges that many people live with the ongoing effects of past and current trauma. BlueCare is committed to providing trauma aware, healing informed care that is culturally safe, and sensitive to the unique needs and experiences of all consumers, in line with the *BlueCare Tailor Made Service Philosophy*.

Trauma aware and healing informed care recognises that many consumers will have experienced trauma in their lives and considers how this may impact them when providing care. Trauma aware and healing informed approaches are used to restore wellbeing and enable older people to self-manage and control their care decisions.

Language and communication support

We want to make sure you feel heard and understood. If English is not your preferred language, we can provide professional interpreters to support conversations with our team. We can also arrange to have important documents translated into **your language**. Please let us know what you need — we're here to help make our communication clear, respectful and inclusive.

Protecting your information

At BlueCare, we respect your privacy and manage your personal information in line with the Australian Privacy Principles under the Privacy Act 1988.

We collect your information to provide safe and effective care. This may include contact details, health and support needs, emergency contacts, and other relevant personal information. Your details are kept secure and only accessed by authorised staff.

You have the right to access or correct your personal information at any time. To do this, speak with your BlueCare team or complete a Request to Access Personal Information form. In some cases, access may be limited if required by law (e.g. to protect the safety or privacy of others).

If you believe any information we hold is incorrect, outdated or not respectful, you can ask for it to be updated.

We only share your information with your consent, unless there is a serious risk to your safety or the safety of others.

For more information, to update your consent, or to view our full Privacy Policy, visit bluecare.org.au/about-us/privacy-policy or speak with your local BlueCare team.

If you have concerns about your privacy, contact the BlueCare Privacy Officer at privacy@ucareqld.com.au or call the Office of the Australian Information Commissioner on [1300 363 992](tel:1300363992).

We'll work with you to understand your background so we can deliver culturally appropriate support and care



**You can find more
information on our
Privacy Policy [here](#).**





Your care and support team

At BlueCare, your care is tailored to your needs, preferences and goals – and you'll be involved in every step of the planning.

Our caring and experienced team is here to support your health, safety and wellbeing.

Who's in your care team

Your care team may include registered nurses, personal carers, allied health professionals, activity officers, chaplains and volunteers. A staff member is always available if you need assistance, day or night.

Allied health support

You may have access to services such as:

- + Speech pathology
- + Physiotherapy
- + Occupational therapy
- + Dietetics
- + Music therapy

These services aim to support your independence and quality of life. Some services may require a referral from your care team, and charges may apply.

If you already have your own health providers, they can continue to visit you at the home. Just let us know, and we'll help coordinate where needed.

Doctors and other health professionals

You're free to choose your own doctor, dentist or other healthcare professionals. If you'd like help arranging appointments or choosing a local provider, we're happy to assist.

Hospital leave

If you need to go to hospital, you're entitled to take unlimited hospital leave. Some fees, including daily and accommodation fees, may still apply during this time.

Medications

If you'd like help managing your medications, our trained staff are here to assist. If you prefer to manage them yourself, we'll work with you to make sure it's done safely.

We can arrange your medications through our trusted pharmacy, which offers:

- + Pre-packed medication for safety
- + 24-hour delivery for urgent needs
- + No extra cost for pre-packing services

You're also welcome to use your own pharmacy — just speak with our team first. Please remember, any prescribed medications remain your responsibility.



Nursing care

Our nurses will work closely with you to plan your care and update it as your needs change. Nursing staff will also ensure you are offered and/or provided a copy of your care plan. You'll also have access to other health professionals as required to help you stay as well as possible.

Private health cover

If you have private health insurance, you're welcome to keep it. Just let your care team know your membership details.

Vaccinations

We encourage all residents to stay up to date with vaccinations (including flu and COVID-19), to protect yourself and others. We'll work with you and your GP to ensure you get the care that's right for you.

If you have any questions about your care, please speak with your BlueCare team — we're here to support you.

Planning ahead for your care

Advance care planning is a way to make sure your wishes for future health care are known and respected — especially if you become too unwell to speak for yourself.

It gives you the chance to think about, talk through, and document what matters most to you when it comes to medical treatment and care, particularly towards the end of life.

Our caring staff are here to support you with advance care planning and can help guide these conversations with you and your loved ones.

Need more support?

You can also call the National Advance Care Planning Support Service on 1300 208 582, Monday to Friday, 9am–5pm (AEST), for free advice and information.

Planning ahead helps ensure your voice is heard — now and into the future.

Day-to-day things to know

Activities

Our Lifestyle team offers a range of activities based on your interests — from music to outings. We'll check in with you to make sure there's something you enjoy.

Alcoholic beverages

You're welcome to have alcoholic beverages, but please consider your health and medications. We ask that you drink responsibly and consider others.

Camera use

Filming or photographing others without consent is not allowed as per privacy laws. If you wish to record within your room, please speak with your Residential Service Manager.

Cleaning

We clean your room regularly. If you prefer to clean personal items yourself, just let us know.

Community commitments

We encourage you to maintain your community activities. Please speak with staff regarding any assistance you may require.

Cooling-off period

You have 28 days to decide if your new home is right for you. You'll only be charged for the time you stay. Refer to your Service Agreement for more information.

Laundry

A commercial standard laundry service is provided. Clothing must be machine-washable and tumble-dry safe to meet infection control standards. Please label your clothes and allow up to 3 days between laundry services. BlueCare is able to assist you with labelling your items for a fee. Please speak with staff regarding any assistance you may require.

Leave

You can take up to 52 days of social leave each year. If your plans extend beyond this period, you may be required to continue to pay some fees. If you plan to be away, please let us know so we can support your care while you're gone.

Missing items

Lost clothing is kept for 2 months. Speak to your team if something is missing.

Natural disasters

We have emergency plans in place for all homes. If evacuation is needed, we'll keep you informed and safe.

Next of kin/contact person

So we can better assist you, please ensure we have up-to date details of your next of kin, contact person or enduring power of attorney. Sometimes people move, go away for the weekend, or go on holidays. Please let us know if the contact details for your next of kin change.

Pets

Some homes have visiting or resident pets. Personal pet visits may be possible with approval — speak to your Residential Service Manager.

Security of tenure

We're committed to providing ongoing care and accommodation that meets your needs. If a room change is needed, we'll discuss it with you in advance. With written notice you may also wish to move within the service to better suit your preferences. More information is available on this in your Residential Agreement.

Smoking

Smoking is banned in most BlueCare homes, but a few offer designated smoking areas. If you smoke, please speak with us so we can find a suitable arrangement.

Visitors

Family and friends are always welcome. If a health event occurs, we may follow public health advice to limit visitors.

If you have any questions or need help at any time, please talk to your BlueCare team. We're here to support you in ways that matter to you.



Moving in

To help you feel at home, we encourage you to bring the things you need and personal touches that make you comfortable.

What to bring

- + Any current medications and prescriptions
- + Pension, Medicare, PBS, DVA and health cards (if relevant)
- + Details of private health cover or NDIS plan (if you wish to share)
- + Copies of legal documents such as Enduring Power of Attorney or Advance Health Directive
- + Personal clothing, items, and agreed furniture.

Meals

All meals are included in your accommodation. We'll discuss your dietary needs and preferences when you arrive, including cultural or religious requirements. Family and friends are welcome to share a meal with you, just let us know in advance (a small charge applies).

We understand that your needs or preferences may vary whether you'd like something different from the daily menu or prefer to eat outside regular mealtimes, simply let a staff member know. We'll make every effort to meet your expectations and provide you with a suitable alternative meal or snack whenever you need it. Tea and coffee facilities are available in your home.

We welcome all feedback relating to meals and the dining experience. Menus are regularly reviewed with residents and a dietitian. Residents and their supporters are encouraged to attend our Food Focus Meetings, held regularly to discuss all things related to menu choices, meal quality and the dining experience. These meetings are a great opportunity to share feedback, suggest ideas, and help shape the food experience at your residential home.

Dining Experience

We believe mealtimes should be enjoyable, comfortable, and suited to your personal preferences. Whether you prefer the company of others in the dining room, the quiet of your own room, or the fresh air in the garden, you're welcome to choose where you'd like to enjoy your meals. Our team is here to support your choices and ensure your dining experience is pleasant, relaxed, and tailored to your needs.

Paying for your care

BlueCare services are funded in part by the Government, with residents contributing based on their income and assets.

Fees are set according to Government guidelines and agreed with you. This ensures a fair and transparent process.

How much will I pay?

The amount you pay depends on your personal assessment by Services Australia. For details, please contact our Customer Service Centre team on [1800 838 929](tel:1800838929).

What if I can't pay?

If you're having difficulty, let your Residential Service Manager know. They can connect you with our Finance team to discuss short-term financial support.

How to pay

Fees are paid monthly in advance, usually by direct debit or Centrepay. More details are available at bluecare.org.au/pay-my-account.

Will fees change?

Fees may change, usually in March and September each year in line with Government updates. You'll always be advised in advance.

About gifts

Our staff are dedicated to caring for you, and while we kindly ask that gifts are not given, your words of thanks and feedback mean the world to us.



Your safety comes first

Keeping you and others safe is our top priority.

Safety policies are explained in your Residential Agreement and follow government requirements.

Personal safety

When you move in, trained staff will assess whether you need support with mobility (such as moving from bed to chair). This is done in consultation with you, your family and your doctor. All equipment is regularly checked and maintained.

Mobility aids

Wheelchairs are available for assistance. If you use a motorised device (like a scooter or powered wheelchair), please note:

- + Use may be limited in some areas
- + Road rules and speed limits apply inside and around the home
- + Maintenance and repairs are your responsibility
- + Insurance is strongly recommended to cover theft, damage or accidents
- + Devices used on footpaths/roads must be registered with the Department of Transport and Main Roads (registration is free and includes basic insurance)
- + You'll need an assessment to confirm you can use your device safely

If you have a mobility aid, please speak with your BlueCare team so we can help keep you safe.

Active Room Monitoring (ARM): Enhancing Safety

We're introducing radar-based ARM technology in residential homes to improve safety and response times. It detects falls or inactivity and alerts staff automatically - no cameras, no microphones, and no action needed from residents. It works silently to ensure privacy and peace of mind.

Questions? Our staff are here to help.

How we keep everyone safe from infection

We follow strict infection prevention and control practices to help stop the spread of illness and protect residents, staff and visitors.

Our everyday practices include:

- + Regular handwashing and hand hygiene
- + Covering coughs and sneezes
- + Using masks and other protective equipment when needed
- + Safe handling of sharps
- + Routine cleaning and disinfecting of rooms and equipment

What you can do

Please let us know straight away if you feel unwell, especially with cold, flu, COVID-19, gastro or rash symptoms. This helps us act quickly to keep you and others safe.

Visitors

At times extra precautions may be needed, especially during times of outbreaks. Visitors may be asked to:

- + Complete a quick health screening
- + Wash their hands on arrival and when leaving
- + Keep 1.5 metres apart where possible
- + Wear a mask or stay home if unwell

In some cases, visits may be limited if you are unwell. If this happens, we'll talk with you about your wishes and provide support to help you stay connected.

Your safety and wellbeing are always our priority.

Your right to safe, quality care

At BlueCare, your safety and wellbeing are at the heart of everything we do.

We follow the Aged Care Quality Standards and the Serious Incident Response Scheme (SIRS), overseen by the Aged Care Quality and Safety Commission, to ensure you receive safe, respectful and high-quality care.

Sometimes, things may go wrong — this is called an incident. It could include a fall, a medication error, a skin tear, or something more serious like abuse, neglect, or an unexplained absence.

If something happens, we take immediate action to keep you safe and well. We also work closely with you, your family or support person to understand what happened and how we can improve.



What we do when an incident happens



Step 1 Safety

We make sure you're okay, provide any urgent care needed, and contact your family or nominated representative as soon as possible.



Step 2 Record

We document the incident in our central incident management system. This helps us track and learn from what has occurred.



Step 3 Manage

We talk with you and review your care plan to understand what happened, why it happened, and how we can reduce the risk of it happening again.



Step 4 Resolve

We work with you to put a plan in place to help prevent similar incidents and improve our care practices.



Step 5 Report

Some incidents must be reported to the Serious Incident Response Scheme (SIRS) or even the police. We'll let you know if a report has been made, as required by law.

What is the Serious Incident Response Scheme (SIRS)?

SIRS is a government initiative to help protect older people in aged care from abuse and neglect.

Under this scheme, aged care providers must identify, manage and report serious incidents.

These include:

- + Unreasonable use of force
- + Missing consumers (unexplained absence)
- + Unlawful or inappropriate sexual contact
- + Stealing or financial coercion by staff
- + Psychological or emotional abuse
- + Inappropriate use of restrictive practices
- + Neglect
- + Unexpected death

To learn more about SIRS visit the Aged Care Quality and Safety Commission's consumer information on safety at agedcarequality.gov.au/consumers.

Reporting Incidents to the NDIS Commission

Certain incidents must be notified to the NDIS Commission as reportable incidents, including the death, serious injury, abuse or neglect of a person with disability and the unauthorised use of restrictive practices. We must notify the NDIS Commission about a reportable incident that occurs, or is alleged to have occurred, in connection with the NDIS supports or services you may receive.

The NDIS Commission will investigate any reportable incident and respond quickly to ensure safety and quality of NDIS services and supports.

You may seek support from family, friends or an independent advocate to support you following a reportable incident.

For more information you can contact the NDIS Commission on [1800 035 544](tel:1800035544) or you can ask the Residential Service Manager for an information sheet.

Open disclosure

Open disclosure is our commitment to being open and honest if something goes wrong, causes harm, or doesn't meet your expectations. From the time of an incident, we'll talk with you — and, if you wish, your family or support people — to explain what happened and what we're doing about it.

This process is about respectful, two-way communication. By sharing openly, we can learn from mistakes, prevent them happening again, and continue to improve the care and services we provide.

The information gathered through our incident management system helps us:

- + Identify when and where incidents happen
- + Understand how they occur
- + Put steps in place to prevent them occurring in the future

If you have any questions or would like more information about our approach, please speak with your Residential Service Manager.

Need more information?

If you have questions or concerns about an incident or would like to know more about our approach to safety and quality, please speak with your BlueCare team.

You're always in good hands with us.

Your feedback matters

We value what you, your family, or your carer think about our services. Your feedback helps us understand your needs better and improve the care we provide.

We welcome both compliments and concerns. If you're happy with our service or see something done well, let us know. If you're not satisfied, it's just as important that we hear from you so we can make things better.

How to give feedback:

Start by speaking with your Residential Service Manager - they're often best placed to resolve matters quickly.

If you'd prefer to take things further, you can:

- + Call us on [1300 BLUECARE \(1300 258 322\)](tel:1300258322)
- + Email, write to your [Residential Service Manager](#)
- + Visit our website: bluecare.org.au/about-us/feedback-and-complaints
- + Participate in one of our [quarterly customer surveys](#) or get involved in our [Customer Advisory Groups](#).

If you're not comfortable speaking with us directly or remain unhappy, you can also contact:

Aged Care Quality and Safety Commission

- + Phone: [1800 951 822](tel:1800951822)
- + Website: agedcarequality.gov.au/making-complaint

Queensland Government

(for QLD government subsidised services)

- + Phone: [13 QGOV \(13 74 68\)](tel:13QGOV)
- + Website: qld.gov.au/contact-us

What to expect:

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



**Scan here to provide us
with your feedback.**





Whistleblower protections

We're committed to making sure everyone feels safe speaking up if something isn't right.

New laws are in place to better protect whistleblowers – that's anyone who raises a concern about the care or services provided. This includes older people, their families, and aged care workers.

You can report a concern if you believe someone or an organisation hasn't followed the aged care laws. You can make the report anonymously and choose how to do it – in person, by phone, or in writing.

You can speak up to:

- + an aged care worker or manager
- + the aged care provider
- + an independent aged care advocate
- + the Department of Health and Aged Care
- + the Aged Care Quality and Safety Commission (ACQSC)
- + the police

If you do raise a concern, the law protects you:

- + You won't be treated unfairly for speaking up
- + Your identity will be kept private (unless it's necessary to prevent serious harm or meet legal requirements)

You can also report concerns confidentially and independently through STOPline:

STOPline (UnitingCare's independent whistleblower hotline)

 1300 304 550

 unitingcareqld@stopline.com.au

 [Online disclosure form](#)

 PO Box 403, Diamond Creek VIC 3089

If you'd like to know more about making a complaint, giving feedback, or our whistleblower policy, please speak with your Residential Service Manager.

Need help communicating?

Translation services:

- + Phone: [TIS on 131 450](#)
- + Website: tisnational.gov.au

For hearing or speech loss:

- + TTY Type and Listen: [1800 555 677](#)
- + TTY Speak and Listen: [1800 555 727](#)

Need someone to speak up for you? Advocacy can help

If you're worried about the care or services you're receiving, or just want help understanding your choices, there are people who can support you.

An **advocate** is someone who stands by your side, listens to your concerns and helps make sure your voice is heard. This could be a trusted family member, a friend, or someone from a professional advocacy service.

Advocates can:

- + Explain your rights and responsibilities
- + Help you speak up or make a complaint
- + Talk to BlueCare on your behalf, if you want
- + Point you in the right direction for other support

Advocacy services are **free, private**, and completely **independent from BlueCare**.

If you'd like to speak with an advocacy service, you can call the **Older Persons Advocacy Network** on [1800 700 600](#).

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For more information on
how to provide us with your
feedback scan the QR code.



Staying connected with your community

Keeping in touch with family, friends, and your community is important.

Our staff can help with transport options and arranging visits from community members or groups.

Computers and internet

All homes have access to Wi-Fi (usage charges and device costs are responsibility of the resident) and some also have computer stations. Please use the internet safely:

- + Be cautious when sharing personal information
- + Remember not all online information is accurate
- + Avoid offensive or unsafe content in shared spaces
- + Do not install personal software, damage equipment, or access others' information

If you'd like internet access, please ask Administration at your home for help.

Mail

Please update your address with Australia Post or arrange redirection to a family member. Incoming mail will be delivered daily, and staff can help with outgoing mail or stamps.

Telephones

Some rooms have a phone. If yours doesn't, staff can help you make calls. You can also arrange for a phone to be installed — installation and service costs are your responsibility.

Visitors

This is your home, so family and friends are welcome anytime. Parking is available, and we ask visitors to be mindful of other residents.

Voting

Please update your electoral details with the Australian Electoral Commission. Some homes also host mobile polling booths during elections.





How to get involved

At BlueCare, we believe in the power of community. When you volunteer, donate, leave a gift in your Will, or give in memory of a loved one, you help us continue delivering vital care and support across Queensland.

Volunteer with us

Volunteering is a rewarding way to give back. Whether it's sharing time for social visits, helping with transport or outings, or supporting through music and companionship, even a few hours a week can make a real impact.

Donate today

Every donation helps fund essential services beyond government and consumer contributions. Donations of \$2 or more are tax deductible. To donate, call **1800 001 953** or email fundraising@ucareqld.com.au.

Leave a gift in your Will

A gift in your Will is a lasting legacy of care. By planning a bequest, you can support the future of BlueCare services and help others well beyond your lifetime. For a confidential chat, call **1800 001 953** or email plannedgiving@ucareqld.com.au, or visit fundraise.bluecare.org.au/legacy-of-kindness to learn more.

Give a memorial gift

Honour a loved one's life through a memorial donation. Many families choose this meaningful way to give back in gratitude for the care BlueCare provided. To arrange a memorial gift, contact our [Planned Giving Team](#) on **1800 001 953** or email plannedgiving@ucareqld.com.au.

Together, we can continue to bring compassion and care to Queenslanders in need.



 bluecare.org.au

BlueCare is proudly part of the UnitingCare family



Proudly representing
BlueCare | Lifeline | ARRCs | The Wesley Hospital | Buderim Private Hospital
St Stephen's Hospital | St Andrew's War Memorial Hospital