



Welcome to BlueCare

Customer Information Book
- Home Care



Here’s what you’ll find inside...

3	Welcome to BlueCare	11	Everyone belongs
4	Our story	13	Protecting your information
5	Our mission and values	14	When something goes wrong
6	Tailor made care	16	We welcome your feedback
6	Our services	17	Advocacy
6	Our team	17	How to get involved
8	Advanced care planning	Appendix	
8	How we prevent and control infection	18	BlueCare contacts
9	Charter of Aged Care Rights	18	Other useful contacts
10	Code of conduct	21	Feedback form
11	Your responsibilities		

Welcome to BlueCare

Independence, freedom and maintaining relationships are important to all of us. That’s why at BlueCare everything we do is focused on supporting you and your family to live life your way.

We believe in the importance of forming personal, respectful and long-lasting relationships. From the very start, a dedicated, local team of familiar faces will deliver home care with heart. The BlueCare Neighbourhoods team will work closely together to get to know you better and support you to live life your way.

As one of Queensland’s leading home care, residential aged care and retirement living providers, we understand the importance of building partnerships. We form genuine connections with people, and these bonds are built upon a foundation of empathy and trust.

Our services are based on your unique needs, choices and interests. Your home care is locally managed by dedicated neighbourhood management. Personalised, genuine and holistic care is delivered by a local BlueCare team within your neighbourhood.

Ultimately, we’re here to help make sure you can live in the way, and in the place, that makes you happy.

In this book you’ll find information on:

- + How we’ll partner with you to support and enhance your way of life
- + Your rights and responsibilities
- + How we protect your privacy
- + Helpful contact numbers, in case you require additional support.

If you or your family member need help with translation, or have vision or hearing difficulties, please let us know and we’ll arrange assistance.



If you have questions at any time, please call BlueCare on 1300 BLUECARE (1300 258 322).



Our story

Our story began with one person’s genuine desire to improve the lives of people needing care.

Today, our big-hearted team in blue make more than 3.5 million visits to people across Queensland annually, providing the same holistic care and companionship that’s been our hallmark since the very beginning.

For us, care is about putting you and your loved ones first. We work together to design and deliver much-needed support while being a trusted advisor at the moments that matter. Ultimately, we want to empower communities to live rich and full lives wherever they are in Queensland.

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

Moments that matter

Our journey so far



1953 BlueCare begins as the Blue Nursing Service. 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.



- 1977** The Methodist, Presbyterian and Congregational Churches unite, and the BlueCare nursing service becomes part of the Uniting Church in Australia, Queensland Synod.
- 1999** We become ‘BlueCare’ to better reflect the many services we now provide.
- 2009** BlueCare is recognised as a Queensland Great by the Queensland Government, and is voted by the state’s people as a ‘Q150’ icon to mark Queensland’s 150th anniversary.
- 2010** We receive a Queensland Government Reconciliation Award for business, winning the Community Organisation category.
- 2012** We launch our new service model BlueCare Tailor Made.
- 2013** We celebrate our 60th anniversary.
- 2014** We receive the Organisation Award for the 2014 Aged and Community Services Australia (ACSA) Queensland Aged Care Awards, celebrating excellence across the not-for-profit aged and community care sector.
- 2015** We are inducted into the Queensland Business Leaders Hall of Fame in recognition of our national leadership and outstanding contribution to developing world-class services in aged care throughout Queensland communities.
- 2023** BlueCare is voted Australia’s Most Trusted Brand for home care in Queensland for the second year in a row and we celebrate our 70-year milestone.

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 approach 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

Our standards

We're proud to be accredited under the Aged Care Quality Standards. This means you can be assured of the highest quality of care and services from our team.

As part of our accreditation, regular visits are conducted by the Aged Care Quality and Safety Commission. Please speak to our friendly team if you'd like further information regarding the accreditation process.

Our services

Whether you require long-term care or just until you're back on your feet, our experienced team will work with you and your family or carer to design a personalised care plan suited to your needs and lifestyle.

We offer a wide range of services including:

- + Nursing care, including general nursing and specialist nursing in palliative care, chronic disease management, continence advisory and wound care

Our team

A dedicated, local team of familiar faces deliver home care with heart. BlueCare Neighbourhoods makes it simpler and easier for you to live life your way.



A small, familiar team ensures that regular staff visit to provide care for you in your home.



Personalised, genuine and holistic care is delivered by a local team within your neighbourhood. The team work closely together to get to know you and support you.



Big-hearted home care is locally managed and delivered by dedicated neighbourhood management.

- + 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."

Our BlueCare quality system provides the framework for continuous improvement of the care and experiences for all customers. We are proud to demonstrate a commitment to ongoing monitoring and assessment of all facets of care delivery including understanding and responding to the experiences and feedback from our customers. All services maintain a continuous quality improvement action plan that ensures that we change and adapt to the needs of our customers.

- + Allied health services such as physiotherapy, speech therapy and podiatry
- + Personal care, support in the home and in the community
- + Respite services in your home or at one of our centres
- + Social support to help you remain connected to your community
- + Spiritual and pastoral care.



Call BlueCare to learn more about the full range of home care services available. 1300 258 322

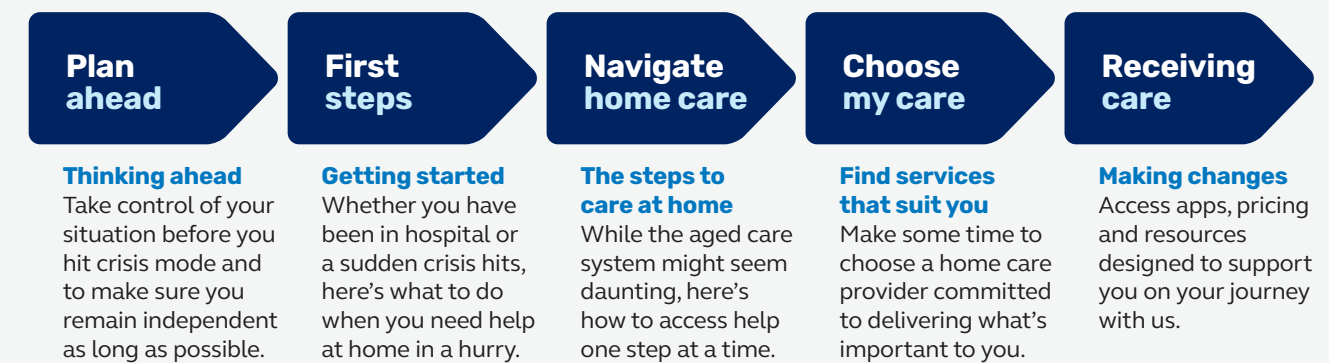
Home Care Packages

Circumstances may change as you age, but with a little extra support you can remain independent in your own home.

Since the first BlueCare nurse visited a customer at home more than 70 years ago, we have been

providing a range of home care services across Queensland. It's all part of our commitment to empowering you to live life your way.

If you would prefer a coordinated approach to the delivery of your help at home, a BlueCare Home Care Package could be an option. It can be a great alternative if you need help with everyday tasks, or the care you need is more complex or intensive.



Our services may vary depending on your location. If you'd like to discuss your care options and find a care plan that suits your needs, please get in touch.

How BlueCare services can assist you

We work closely with you to create a program of services that supports you to achieve your goals and live life as independently as possible.

Together we will:

- + Design services to suit your individual needs
- + Develop a care plan that meets your needs, goals and preferences

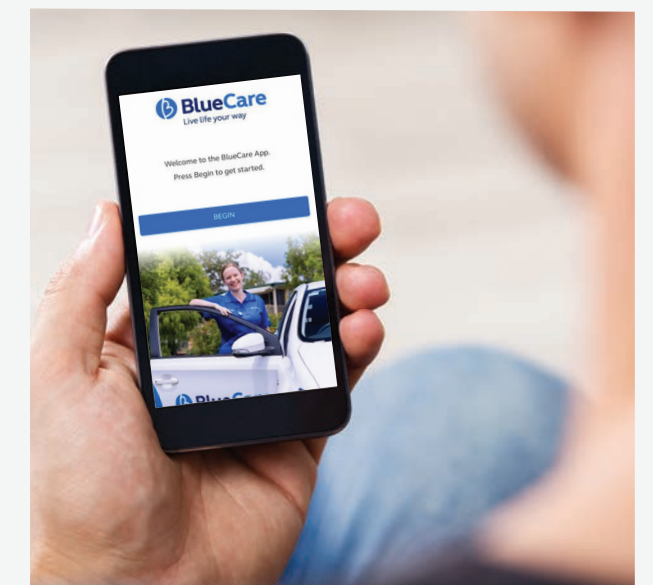
- + Help you stay connected to your community
- + Encourage you to achieve your goals
- + Enable you to live independently by building on your abilities
- + Gain a satisfactory level of personal wellbeing.

If you'd like more information about our services, visit our website at bluecare.org.au or call our Customer Service Centre on **1300 BLUECARE (1300 258 322)**.

BlueCare App

The easy-to-use BlueCare App supports you to:

- + See your upcoming visits, including the name of your home care worker.
- + Reschedule or cancel visits to suit your needs.
- + Tailor your preferences and communicate with your carers.
- + Receive notifications from BlueCare about your upcoming visits.
- + View past appointments and their status.



Advance care planning

Advance care planning is about planning for your future health care and documenting your wishes so that your loved ones know what you want if you become seriously ill or injured and can’t communicate your preferences or make treatment decisions.

Advance care planning often relates to the care you receive at the end of your life.

The process of advance care planning gives you the opportunity to think about, discuss and record your preferences for the type of care you would receive and the outcomes you would consider acceptable to ensure that your loved ones and health professionals respect your wishes.

Need assistance?

My Care, My Choices is a Queensland Government advance care planning initiative. For further information and assistance with advance care planning visit mycaremychoices.com.au

How we prevent and control infection

Infection prevention and control practices help keep you safe and stop the spread of infection.

Because there are many common infections, including the common cold, influenza (or flu) COVID-19, norovirus, and rotavirus (or gastro), infection prevention and control is essential to help keep everyone safe.

BlueCare practices include:

- + Performing hand hygiene
- + Maintaining cough etiquette

- + Use personal protective equipment (PPE) including masks for respiratory infections
- + Safely using and disposing of sharps when in use
- + Routinely cleaning the environment as well as cleaning and sanitising reusable equipment

To help keep everyone safe, we encourage reporting of acute respiratory infections, gastrointestinal symptoms, bacterial infections or rashes being experienced by anyone residing in your home. Please ensure you let us know as soon as you can prior to a home visit by our staff so that we can determine what infection control precautions they’ll need.

Being prepared for natural disasters

We can help you be prepared to respond better and recover faster from natural disasters.

In Australia every year we experience heatwaves, bushfires, floods, storms, cyclones and earthquakes. Heatwaves are Australia’s deadliest natural disaster as humidity makes it harder to stay cool and extreme heat worsens other medical conditions.

In an emergency caused by natural hazards, being prepared can help to reduce risk, which increases your safety.

BlueCare can assist you to prepare for emergencies by having all your important details together in the one place so you can access it quickly. Our staff will offer information to you regarding completion

of an Emergency Plan. In your plan you can include information about the care you receive, your support network, and important phone numbers to call in the event of an emergency.

Your plan can help you to act together with your support network before, during, and after an emergency or disaster. Further information on natural disasters and emergency preparation is available online at ‘Get Ready Qld’ getreadyqld.gov.au

Staying safe during heatwaves

As we age, our bodies cannot regulate our temperature as efficiently, meaning it’s much easier to overheat and become seriously dehydrated. Visit bluecare.org.au/heatsafety for resources and simple tips to stay cool, safe and reduce the impact of a heatwave.

Commonly asked questions about costs

BlueCare services can be funded in many ways, with customers most often making a contribution.

The Australian Federal and State Governments subsidise our services, and fees are determined in accordance with Government guidelines and by agreement with you or your representative. The amount you pay depends on whether your care is regulated and subsidised by the Government, by another funding source, or if you’re paying privately.

Both BlueCare and Government policies ensure a fair and equitable approach to the charging of fees. If you have any questions, our Customer Service Centre will be pleased to assist you.

How much will I pay?

Your fees depend on the type of service, the funding body, your needs and duration of the service provided. For detailed information on our charges, and a schedule of fees based on your needs, please contact our Customer Service Centre.

What if I’m unable to pay?

Should circumstances mean you’re not able to pay your fees (e.g. high medical or pharmaceutical costs), there are several avenues open to you.

If you are facing financial hardship, you can discuss with the BlueCare Finance team on 1800 708 061 and select option 5 when prompted.

How do I pay my fees?

You can pay your fees by direct debit, credit card or via Australia Post. For general information about fee payment, please contact our Customer Service Centre. All payment options are explained at bluecare.org.au/pay-my-account

Will my fees change in the future?

The cost of our services may change from time to time, usually in line with Government indexation/ reviews. You will always be advised of any fee changes before they come into effect.

Can I give my BlueCare team member a gift?

While we understand that you may become very close with our staff, they are not allowed to accept any gifts of money or items of value.

Charter of Aged Care Rights

Your safety, wellbeing, human and legal rights are very important to us. They are outlined in the Australian Government’s Charter of Rights - a copy of which is provided to you on admission to our service. They are also listed below.

You have the right to:

1. Safe and high-quality care and services
2. Be treated with dignity and respect
3. Have your identity, culture and diversity valued and supported
4. Live without abuse and neglect
5. Be informed about your care and services in a way you understand
6. Access all information about yourself, including information about your rights, care and services

7. Have control over and make choices about your care, and personal and social life, including where choices involve personal risk
8. Have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions
9. Your independence
10. Be listened to and understood
11. Have a person of your choice, including an aged care advocate, support you or speak on your behalf
12. Complain free from reprisal, and to have your complaints dealt with fairly and promptly
13. Personal privacy and to have your personal information protected
14. Exercise your rights without it adversely affecting the way you are treated

Aged Care Code of Conduct

We make it our priority to ensure you will be treated well and feel safe.

The Australian Government has created a Code of Conduct to ensure the people providing your care act in a way that is respectful, kind and consistent with the behaviours set out in the Code. We take this code very seriously. The Code includes the 8 elements below.



Respect your rights to express yourself and make your own decisions about how you want to live



Treat you with dignity and respect and value your diversity



Respect your privacy



Provide high quality care in a safe and competent manner



Act with integrity, honesty and transparency



Take action promptly about matters that may impact on the safety and quality of your care



Provide safe care free from all forms of violence and abuse



Prevent and respond to all forms of violence and abuse

For more information visit agedcarequality.gov.au

Your responsibilities

As a valued BlueCare customer, you have a responsibility to:

Treat others with respect

You, your family members, visitors and staff are expected to be respectful and considerate, making sure your behaviour does not adversely affect others. Any kind of violence, harassment or abuse towards staff or others is not acceptable.

Respect the rights of staff to work in a safe environment

You are expected to maintain a safe environment for staff members when you are receiving services in your home. Please ensure you keep any pets away from staff and refrain from smoking near staff.

Assist us by providing relevant information

It is important that you share information about yourself so we can provide you with safe, quality care. This may include up-to-date information and any problems you have with your care or services.

Everyone belongs

At BlueCare, everyone belongs. Here's how we are making our care welcoming, accessible and equitable for all.

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

We foster inclusive practices and environments across all of our services.

Cultural, spiritual and heritage diversity

We'll work with you to understand your background, spirituality, preferences and customs, so we can deliver culturally appropriate support and care.

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

Pay fees on time

You are expected to pay any agreed fees on time. If you're unable to pay your fees, please speak with a BlueCare Finance team member on 1800 708 061 (select option 5) who will work with you to help find a solution.

Notify us if you're going to be away

If you are going on holidays, into hospital or don't require care for a period for any reason, please notify your BlueCare team member or service.

Personal items and valuables

If there are any personal items or valuables you do not want out during your service, please ensure these are stored away and secure before our staff arrive.

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.

Your safety, wellbeing, human and legal rights are very important to us.



LGBTQIA+ support

LGBTQIA+ inclusivity is very important to us. We are committed to the inclusion of people who are sexually diverse and have diverse gender identities, including but not limited to Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex and Asexual.

We're working to build awareness amongst BlueCare staff about the importance of LGBTQIA+ communities and their lived experiences. We want LGBTQIA+ people to feel comfortable discussing important information with our team, and we'd like to know if you have any concerns with how we do this.

It's not essential that you tell us about your sexual orientation or gender identity, however it does help us get to know you better so we can best support you.

Many members of LGBTQIA+ communities may have different family or social structures, often referred to as families of choice. We would like to work with you to understand your families of choice, what's important to you, and how we can best assist you. We can also work with you to keep you connected with local communities including attending LGBTQIA+ events.

Any information you disclose to us will be governed by our privacy policy.

Protecting your information

We are committed to protecting your privacy. The Australian Privacy Principles, under the Commonwealth Privacy Act 1988, set out how organisations like BlueCare may collect, store, use, disclose and protect your personal information.

The information we gather is used to help us tailor the best possible care. We recognise the importance of protecting this information and are committed to ensuring that all personal information we collect and store is done so in accordance with our privacy policy, and treated with respect, sensitivity and confidentiality.

To protect your information, we have robust systems in place, and we limit who can access it. We will not disclose any personal or health information without your consent. If you say it's okay for us to share your information, we will ask you to sign a consent form. You can change your mind about consent at any time.

We use the latest computer technology to ensure your information is stored in a professional and secure manner, with our dedicated staff, volunteers and contractors maintaining strict confidentiality and respect for your privacy at all times.

What does confidentiality mean?

Confidentiality means that the people who support you have to keep the information about you in a private and safe way. This includes the information you give us about yourself and the information we collect about you.

What does privacy mean?

We all do things in private, for example, using the bathroom, spending time in your bedroom or keeping a personal diary. Privacy means that no-one else can come into your private space unless you give them permission. It is important you let someone know if you are not happy with staff being in your private space without permission.

Information we collect about you

To help manage and coordinate your care and services, we will maintain paper and/or electronic records that usually contain the following details:

- + Your name and contact details
- + Contact details of your next of kin or legal guardian/s
- + Doctor/health care professional's contact details
- + Care and support services delivered by us

- + Health information, including images and scans
- + Bank account details
- + Pension, Medicare or Department of Veterans' Affairs numbers

Your information might also list things such as why you are supported by us, as well as your health needs, your goals, the things you do, your education, your family, your strengths and achievements or any other information that you would like to share with us, to help us support you.

Only people who need to see your information will have access to it. Your personal information is stored safely on a work computer program that is password protected or in a locked filing cabinet.

How long do you keep my information?

We only keep your information for as long as we need it or if the law tells us we need to keep it. If we don't need to keep your information we will make sure that no-one else can see it.

Sharing information about you

Sometimes we may need to share the information we have about you so that we can provide you with the best possible support and help you reach your goals. We will talk with you about what information we need to share, why we need to share it, and ask you to tell us if it is okay, or not okay to share the information. When we agree on who we can talk to, we will ask you to sign a Consent Form.

Can I change my mind about who you talk to about me?

Yes. If you decide that you don't want us to talk to someone anymore, you can ask us not to.

If we are worried about your safety, we may need to share information to keep you safe.

If we are worried about your safety and think something may happen to you or someone in your life, we may have to tell someone who can help to make sure you or other people in your life stay safe. We may also need to share this information with services like the police or hospitals. We will tell you if we are going to do this and explain who we are talking to and why.

Can I see information that is written about me?

Yes, you can request access to all your personal information held by BlueCare by contacting your BlueCare team. This request will be evaluated as per the requirements and conditions of the Privacy Act 1988.



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

You can also complete a Request to Access Personal Information form and send it to your regional office if you wish. There may be information we cannot give you by law. We will let you know if this is the case. We will ensure the request is handled in a timely manner.

There may be instances where access is denied to certain records or aspects of records in accordance with the Australian Privacy Principles (e.g. impacts on the privacy of others, poses a serious threat to you or others).

You can request to access or correct your personal information held by BlueCare at any time by contacting your BlueCare team.

Can I change any information that is written about me?

Yes. If you think that we have information about you which is wrong, you can ask us to fix it. For example, if we have incorrectly written down your medical condition, you can ask us to change it. You can also ask us to change written information about you if you think it is not respectful, true or is out of date.

When something goes wrong

Everyone in aged care has the right to feel safe. Despite our best efforts, sometimes things go wrong or not as expected. We call this an ‘incident’. This might be a fall, a mistake with medication, or a wound like a skin tear.

When something happens, we first make sure you are safe and okay, we talk to you about what happened and we work with you to sort out the issue.

At BlueCare, we follow these steps:

 Step 1 Safety

We make sure you’re okay and get the immediate attention you need.

Depending on what has happened, this might be giving you first aid, calling a doctor or sending you to hospital. We will notify your family or nominated contact person that something has happened as soon as possible. We will support you while we work through what’s happened.

 Step 2 Record

Our staff must record the incident in our BlueCare incident management system. We use a centralised system to help us identify and understand where and when things go wrong, what we can learn from these incidents and how we can improve our practices.

How can I find out more?

For information about privacy issues associated with your care, or to change your consent details, contact your local BlueCare service.

Our Privacy Policy can be found on our website at bluecare.org.au/about-us/privacy-policy or you can ask your BlueCare team member for a copy.

If you believe we’ve breached the privacy of your personal information, please speak with the Service Manager or BlueCare team member, or lodge your complaint with:

BlueCare Privacy Officer
UnitingCare
GPO Box 45, Brisbane Qld 4001
privacy@ucareqld.com.au

Or you may contact:
Office of the Australian Information Commissioner
1300 363 992
oaic.gov.au

 Step 3 Manage

We’ll then talk to you about what happened. We want to understand:

- + What happened?
- + How and why it happened?
- + How do we reduce the risk of it happening again and make care safer?

We will talk to staff, talk to you or your family member, and review your care plan.

 Step 4 Resolve

Depending on the findings, we will work with you to put a plan in place to reduce the chances of it happening again. It’s important we learn from every incident and improve our practices.

 Step 5 Report

Some incidents need to be reported to the Serious Incident Response Scheme (SIRS) or even the police. We are required by law to make these reports and will tell you if we have done so.

What is the SIRS

You have the right to safe and quality care and to live without abuse or neglect. The Serious Incident Response Scheme (SIRS) is a government initiative to help reduce the risk of abuse and neglect for people receiving aged care services. The scheme requires aged care providers to identify, record, manage, resolve and report all serious incidents that occur, or are alleged or suspected to have occurred.

Reportable incidents include

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

*Source: What is the SIRS? Consumer summary www.agedcarequality.gov.au/sites/default/files/media/what-is-the-sirs-consumer-summary_3.pdf

For more information about SIRS, visit agedcarequality.gov.au/consumers/serious-incident-response-scheme.

Open disclosure

Open disclosure is the open discussion that BlueCare has with you when something goes wrong, has harmed you, or has the potential to harm you while receiving services from us. It also applies in situations when your expectations have not been met.

At its heart, open disclosure is about open and honest communication. This starts from the time of the incident or complaint and may later involve your family, carers or support persons.

Open disclosure is part of our everyday approach to communicating respectfully and meaningfully with you. By talking openly about situations where things go wrong or where our service could be improved, you become a valued part of our efforts to continually improve the services we provide.

The information we gather from you in our incident management system helps us to:

- + Identify when and where incidents may happen
- + Understand how they happen
- + Learn how to prevent incidents
- + Improve our practices to keep everyone safe.

Need to know more?

If you have any questions, or would like to know more about our policies, please ask your BlueCare team for more information.



We welcome your feedback

What you and your family or carer think about our services is very important to us. It gives us the opportunity to learn more about your needs and helps us improve the quality of care and services we provide.

We want to hear from you if you are pleased with our service or think we do something particularly well. On the other hand, if you are unhappy with an aspect of your care or service it's also very important that we hear your concerns and suggestions for improvement.

From time to time, we may ask you to complete a satisfaction survey or a feedback form. When you provide information, your rights to confidentiality will be respected at all times in accordance with our privacy policy.

How do you give feedback?

We encourage you to speak with your Service Manager first as they are usually best placed to achieve a fast and suitable outcome to your satisfaction. However, there may be some things you're not prepared to discuss with the Service Manager or perhaps the resolution reached was not to your satisfaction. If you'd like to pursue a matter further, you can:

- + Call our Customer Service Centre on **1300 BLUECARE (1300 258 322)**
- + Send an email, letter or fax to your Service Manager
- + Provide feedback on our website at bluecare.org.au/about-us/feedback-and-complaints
- + Complete the feedback form in the Appendix of this book (or from your BlueCare team or from the front office of BlueCare sites) and either:
 - Provide it to your BlueCare team or Service Manager
 - Place it in the suggestion box at your BlueCare site, or
 - Post it back to us using the reply paid option.

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your complaint, external assistance is available. You can:

- + Speak to the Aged Care Quality and Safety Commission on **1800 951 822** or agedcarequality.gov.au/making-complaint to lodge a complaint online. Refer to the Appendix for more details

- + Contact the Queensland Government with feedback about QLD government subsidised services on **13 QGOV (137468)** or via their online complaint form: www.qld.gov.au/contact-us. Refer to the Contacts section with the Appendix for further details.

What can you expect?

Your complaint will be handled by us fairly and as quickly as possible. We will treat your complaint in confidence and respect your privacy. Also, we will work with you to assess how best to resolve your complaint and advise when action may be expected. Please consider the outcome you'd like and we will strive to provide it.

Translation services



If you require translation services, please phone the Translating and Interpreting Service (TIS) on **131 450** or go to tisnational.gov.au

For people with hearing or speech loss



TTY: **1800 555 677**

Speak and Listen: **1800 555 727**

Internet relay: infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service

Advocacy

If you're concerned about the quality of your care and services, and want to speak to someone about this, or you need assistance in making informed decisions, an advocate or advocacy service may be able to help.

What is an advocate?

Sometimes it can be hard making a complaint, or to ask for what you want, without the help of an advocate. An advocate is someone who will stick up for you and make sure your voice is heard. An advocate can be a family member, friend or someone from an advocacy service. An advocate can:

- + Provide you with information about your rights and responsibilities
- + Listen to your concerns
- + Help you resolve problems or complaints
- + Speak with us on your behalf
- + Refer you to other agencies when needed

Who to contact about advocacy

Advocacy services are free, confidential and independent of BlueCare. **Older Persons Advocacy Network line** is **1800 700 600**. For alternative contacts, please refer to the Directory in the Appendix of this booklet.

How to get involved

At BlueCare, we are big believers that we can achieve more together. The connections formed when you volunteer, donate, establish a gift in your will, or make a memorial gift, deliver real value that allows us to continue doing what we do best.

Volunteer

Volunteering at BlueCare is an extremely rewarding experience. Even if you can provide a few hours a week, activities like social contact, music, transport and outings will benefit from your assistance.

Please speak with the Service Manager for further information.

Donate today

Your donation to BlueCare directly funds much-needed services. Although much of the work we do is made possible through government funding and customer contributions, we also rely on additional support. All donations of \$2 and over are tax deductible. Every dollar counts, so please donate today.

For more information, please call our donation hotline on **1800 001 953** or email fundraising@ucareqld.com.au.

Remember BlueCare in your Will

Leave a lasting legacy by leaving a gift in your Will. A long-lasting signal of your compassion and concern for community, you'll be helping to deliver critical services into the future. It will also feel good knowing you'll make a real difference beyond your lifetime. Join the many families who have provided generous bequests in their Wills to make possible the essential services we provide.

For a confidential, no obligation chat about the difference you can make through a gift in your Will, contact our BlueCare Gifts in Wills team on **1800 001 953** or email plannedgiving@ucareqld.com.au. You can also download a copy of our Gifts in Wills brochure fundraise.bluecare.org.au/legacy-of-kindness

Memorial program

Celebrate the life of a loved one or friend with a memorial gift. A sensitive and practical way of expressing your feelings, it's a special way to honour a cherished person. At the same time it may help ease your grief by helping others in need. Many people choose to make a memorial gift to acknowledge the care and support their loved one received from BlueCare.

If you would like to make a memorial donation, contact our Planned Giving Team on **1800 001 953** or email plannedgiving@ucareqld.com.au.

APPENDIX

Useful information

BlueCare contacts

Customer Service Centre	1300 BLUE CARE 1300 258 322	
Central Support (Administrative Centre)	192 Ann St, Brisbane Q 4000 GPO Box 1265, Brisbane Q 4000	07 3253 4000
Finance Department	Central Processing, PO Box 375, Morayfield Q 4506 finance@bluecare.org.au	1800 976 833

Other useful contacts

My Aged Care A one stop shop to help you navigate the aged care system and find information, services, and facilities.	1800 200 422 myagedcare.gov.au
Cancer Council Helpline	13 11 20 (9am – 5pm; Mon – Fri) cancerqld.org.au
Carers Queensland Provides carers with information, education, training, advocacy, counselling and other support services that may assist them in their caring role.	1300 747 636 carersqld.com.au
Carer Gateway An Australian Government program providing free services and support for carers.	1300 775 870 carergateway.gov.au
Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships Provides information, education and advice to callers with incontinence or who are caring for someone with incontinence.	13 QGOV (137468) dsdsatsip.qld.gov.au

Department of Communities, Housing and Digital Economy

13 QGOV (137468)
chde.qld.gov.au

Disability Information Service

1800 177 120 (toll free)
qld.gov.au/disability

National Continence Helpline

Provides information, education and advice to callers with incontinence or who are caring for someone with incontinence.

1800 330 066 (freecall; 8am – 8pm; Mon – Fri)
helpline@continence.org.au
continence.org.au

Dementia Australia

Supports people with dementia, their family and carers, providers practical information and advice as well as up to date information about dementia and other support services.

1800 100 500
dementia.org.au

Department of Veterans' Affairs

Including Veterans Home Care

133 254 or
1800 555 254 (for regional callers)
GeneralEnquiries@dva.gov.au
dva.gov.au

Elder Abuse Prevention Unit

State-wide telephone information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person.

1300 651 192 (cost of a local call) or
07 3867 2525 (interstate and mobile enquiries) (9am – 5pm; Mon – Fri)
eapu@uccommunity.org.au

Palassist - Palliative Care Support and Advice

Provides no-cost telephone and online service for palliative care patients, carers, family and friends seeking practical information and emotional support.

1800 772 273 (7am – 7pm, 7 days per week)
palassist.org.au

Seniors Enquiry Line

Information and referral service providing access to information on topics of interest to seniors (e.g. concessions, social activities, household assistance, retirement accommodation, financial and legal matters, health, education, transport and many other issues).

1300 135 500 (9am – 5pm; Mon – Fri)
sel@uccommunity.org.au
PO Box 2376 Chermside Q 4032

Advocacy Services

Aged and Disability Advocacy (ADA)

121 Copperfield Street, Geebung Q 4034

**1800 818 338 (free call) or
07 3637 6000**
adaaustralia.com.au
info@adaaustralia.com.au

Older Persons Advocacy Network (OPAN)

1800 700 600
opan.com.au



Help us to help you Feedback Form

- + This form can be used by anyone, to provide a compliment, complaint, or suggestion.
- + If you need help to fill in this form, we can arrange this for you.
- + If you choose to give your name and contact details, we can talk to you about your feedback.

If required please complete the feedback form and either:

- + give it to your BlueCare Service Manager
- + post it back to us using the reply paid option.

These forms are also available from your BlueCare team or from the front office at BlueCare facilities.

Date	Name of BlueCare Service		
------	--------------------------	--	--

Your relationship to BlueCare

☐ Customer/Resident

☐ Family/EPOA

☐ Staff/volunteer/student

☐ External Agency

☐ Other (please state)

What type of feedback are you providing?

☐ Compliment

☐ Complaint

☐ Improvement suggestion

Do you wish to remain anonymous?

☐ Yes

☐ No. Please provide contact details below.

Surname:

First name:

Phone:

Email:

Postal address:

Preferred contact:

☐ Phone

☐ In person

☐ Email

☐ Post

What is your feedback?

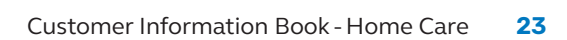
Thank you for sharing your thoughts and comments.

[illegible]

apply glue here

.....fold here.

Category	Number of Countries
Highly corrupt	1
Corrupt	2
Not corrupt	3





 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