



Welcome to BlueCare

Home Care Customer
Information Guide

Here's what you'll find inside...

3 Welcome to BlueCare

- 4 Our story
- 5 Our mission
- 5 Tailor made care

6 Commitment to care

- 6 Your rights
- 6 Aged Care Quality Standards

7 Our services

- 7 Clinical Health Care
- 8 Staying Independent
- 8 Everyday living

9 Service Spotlight – Supporting individuals and families living with Dementia

10 BlueCare Neighbourhoods

11 Support at Home

14 Important information

- 14 BlueCare App
- 15 Infection Prevention and Control
- 15 Natural disasters
- 15 Advance care planning
- 16 Supporting Aboriginal and Torres Strait Islanders
- 16 Inclusivity
- 17 Information privacy
- 18 Reporting incidents
- 19 Providing feedback
- 20 Accessibility
- 20 Whistleblower protections

21 Get involved

- 20 Volunteer
 - 20 Donate
 - 20 Gifts and Wills
 - 20 Memorials
-



Welcome to BlueCare

At BlueCare, we're here to support you to live life your way – at home and in your community. With a local team who truly listens and cares, we build trusted relationships that reflect your choices, goals and lifestyle.

We deliver personalised, flexible services designed around what matters most to you — because your wellbeing, independence and peace of mind are at the heart of everything we do.

In this guide you'll find:

- + How we'll partner with you to support your way of life
- + An introduction to your BlueCare Neighbourhood
- + How we support you through every stage of your care journey
- + Your rights and responsibilities
- + How we protect your privacy
- + Key contact information for extra support

If you need help with translation or have hearing or vision difficulties, please let us know - we're here to help.



**For any questions,
call 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 in ways that matter to you most. Ultimately, we want to empower every Queenslanders to live rich and full lives — their way.

Our journey began in 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.



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.”





Our commitment to care

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

The Aged Care Quality and Safety Commission (the Commission) conducts performance assessments on BlueCare services.

As a registered provider BlueCare maintains compliance and ensures the delivery of safe and quality care and services in line with these Standards.

BlueCare has checks in place to make sure our care continues to meet the needs of all our consumers. 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.

If you'd like to know more about the registration process or the Strengthened Aged Care Quality Standards, our friendly team is always here to help.

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.

The updated Standards are part of a wider reform to create a fairer, safer and more responsive aged care system. 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 in-home 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 should be safe, personalised and flexible to optimise independence and maximising quality of life. Services will be reviewed regularly so they continue to meet your needs as they change over time.

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.

Our services may also be funded under other programs and maintains compliance to applicable program standards.

Our services

Whether you need a little help now or more complex care in the future, BlueCare's depth and breadth of services ensures you have access to the right support at the right time – no matter where you are on your care journey.

While we can help you with all your support needs, we do have a strong focus on nursing and clinical care to support your health, recovery, and ongoing wellbeing and independence.



Clinical Health Care

Clinical care to keep you well, confident and independent at home.

Building on our trusted Blue Nursing legacy, we offer expert clinical care, personalised care planning and a full range of allied health services to support your health — both now and as your needs progress.

Comprehensive nursing care

Our compassionate nurses are experts in managing complex clinical needs with care and professionalism. Whether you're living with a chronic condition or recovering from a hospital stay, we tailor your care to help you regain strength and confidence at home.

Our nursing services include:

Wound care and advanced wound management

Compression bandaging

Medication reviews and management

Chronic disease management, including diabetes and heart conditions

Continence assessment and support

Post-hospital recovery, including Hospital in the Home

Palliative care and end-of-life support

Dementia assessments and monitoring

Home health monitoring and telehealth-enabled care

Health education to support you in managing your wellbeing

Our nurses work closely with you and your loved ones to develop a care plan that responds to your changing needs and preferences.

Reablement and preventative health through allied health services

Prevention and early support are key to living well. That's why we offer wraparound allied health services designed to promote independence, restore function and support mental and physical wellbeing.

Our allied health and therapy services include:

Dietetics and nutrition support

Dementia support and cognitive therapies

Exercise physiology to maintain strength and mobility

Occupational therapy for daily living and home safety

Music therapy to enhance emotional wellbeing

Physiotherapy for rehabilitation and mobility

Podiatry for foot care and fall prevention

Psychology and emotional wellbeing support

Speech pathology for communication and swallowing concerns

A trusted partner in your care journey

From early support and reablement through to complex clinical care, we take the time to understand your goals and work with you to live well — your way. With BlueCare, you're in safe, capable and compassionate hands.

Staying Independent

Stay confident, connected and active — at home and in your community. Our independence services are here to support you in living life on your terms, with just the right amount of help to keep you feeling capable and in control.

Our services include:

Personal care (such as showering, dressing and grooming)

Social support to stay connected with your community

Transport to appointments, shops or social activities

Respite care to give carers a well-earned break

Home modifications to improve safety and mobility

Assistive technology to support daily living

Everyday living

A little support can make a big difference in your day. Our everyday living services help with household tasks so you can enjoy more comfort, ease and time for the things you love.

We can assist with:

Cleaning

Laundry

Shopping

Meal preparation

General household support



Ask us about the range of BlueCare home care services available to support you to remain independent in your home. 1300 258 322.



Supporting individuals and families living with dementia

At BlueCare, we understand the impact dementia can have on individuals and their families.

That's why we provide expert, dedicated, compassionate support to help people live well at home for as long as possible. Whether you need help with daily tasks, care for a loved one, or guidance through what can be an uncertain time, we're here to support you — every step of the way.

Expert guidance from our Dementia Consultants

Our Dementia Consultants are here to support families with tailored advice and planning, including:

- + Personalised support and information tailored to your situation
- + Practical strategies to manage daily challenges
- + Expert guidance on meaningful engagement and independence
- + Assistance in developing a tailored care plan for the future



Enquire now to find out how we can support you or your loved one living with dementia. 1300 258 322.

Compassionate in-home support for daily living

Enjoy individualised support that makes everyday life easier and more fulfilling.

Our home care services include:



Personal care – help with dressing, bathing, grooming, and mobility



Household tasks – support with cooking, cleaning, and daily chores



Social activities – encouragement to stay active and connected with others



Telehealth – flexible support at a time and place that works for you

Flexible in-home respite care for carers

We know how important it is for carers to take time out, without worry. BlueCare's 24/7 respite care service provides short-term, in-home support that fits your family's needs.

In-home respite care offers:



24/7 support – so you can attend medical appointments, family events or take a break



A familiar routine – keeping your loved one comfortable and safe at home



Peace of mind – knowing care is provided by a trusted, compassionate team



Introducing your BlueCare Neighbourhood

At BlueCare, we believe great care starts with connection – and that’s exactly what you’ll find in your BlueCare Neighbourhood.

Each Neighbourhood is made up of a small, dedicated team of familiar faces who truly get to know you. From everyday support to more complex care, our local teams work closely together to deliver personalised, compassionate care in your home — care that’s built around your goals, your routine, and your way of life.

Because your care is locally managed, it’s simpler, more consistent, and more responsive. You’ll see regular staff who understand what matters to you, and who are committed to making every visit count.

Our teams live and work in the same communities as you. They understand the local area, the services available, and the unique character of your neighbourhood — so your care is always delivered with a sense of connection and community.

With BlueCare Neighbourhoods, you’re supported by a team that delivers home care with heart — right where you need it most.

Your Support at Home Care Partner team

If your care is being funded by the government’s Support at Home you will have a dedicated Care Partner who will work closely with you, your family and your wider care network to provide personalised, well-coordinated and safe care.

Your Care Partner is your regular contact, helping manage services, your care budget and daily preferences. If your needs become more complex your Care Partner will work with health professionals, including our own nursing team, to review and update your care plan and connect you with additional services as needed.



Live life your way with Support at Home

Support at Home is a new approach to aged care that allows you to access a tailored mix of services depending on your health, daily living needs, and personal goals.

Funded by the Australian Government through My Aged Care, Support at Home provides access to eight funding classifications — ranging from basic support to intensive care — so your services can grow and adapt as your needs change.

What help can you get?

Support at Home covers a broad range of services designed to meet your physical, emotional, and everyday living needs:



Clinical and health support – Includes nursing care, wound management, allied health (like physiotherapy or podiatry), nutrition support, and care management to coordinate your services.



Independence at home – Assistance with personal care (such as bathing and dressing), help with mobility, social support and companionship, in-home therapies, and respite care for carers.



Everyday living – Support with day-to-day tasks like cleaning, laundry, meal preparation, home maintenance, and transport to appointments or activities.

Understanding the funding classifications

Your funding classification is determined by an independent assessment through *My Aged Care* and reflects the level of support needed to help you live safely at home:

1	Basic support – occasional help with tasks like housework or meal prep.
2	Low-level support – regular assistance such as personal care and transport.
3	Moderate support – more frequent care, including equipment and personal care.
4	Mid-level support – high frequency personal and household support.
5	High support – daily support and clinical coordination.
6	Very high support – comprehensive medical and personal care at home.
7	Intensive support – intensive daily care across multiple needs.
8	Highest support – daily care and comprehensive clinical services, including palliative care.

BlueCare provides a wide range of services across all Support at Home categories and funding levels, so you can always access the right support when you need it.

For more details on what's available, refer to the BlueCare services section of this booklet.

You can also speak with your Care Partner team, who can help you explore your options, discuss any changes in your needs, and support you through the reassessment process if it's time to access a higher level of funding.



Paying for my Home Care

BlueCare services can be funded in many ways, whether it's through government funding, Department of Veteran Affairs or paid for privately.

Currently, the government subsidises in home care through two funding programs:

Commonwealth Home Support Programme - offers entry-level, basic support to help older Australians live independently, including home and garden maintenance, transport and personal care. Most costs are covered, with consumers contributing a small, affordable amount if they can. *Note: Commonwealth Home Support Programme will be absorbed into Support at Home from July 2027.*

Support at Home – with funding classification dependent on your needs. The amount you contribute for certain services depends on your personal financial circumstances. The government funds 100% of your clinical care costs. Refer to the Support at Home section in this booklet for more information on funding.



Support at Home contributions	Clinical care	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner and Commonwealth seniors health card eligible	0%	Between 5% and 50% depending on income and assets	Between 17.5% and 80% depending on income and assets
Self-funded retiree	0%	50%	80%

Fee for service: BlueCare also offers a fee-for-service option for those who are not eligible for government funding or prefer to pay privately. This gives you the flexibility to choose the services you want, when you would like them.

How do I pay my fees? BlueCare prefers direct debit for payment of contributions and fees. For general information about fee payment or help with setting up your direct debit, contact our Customer Service Centre or visit 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.



For more information on Home Care charges contact our Customer Service Centre on 1300 258 322.

Access your payment options here.





Important information for our customers

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.

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

BlueCare App

Available from early 2026, the BlueCare Community App provides an easy way for you and your loved ones to manage your home care visits.

Access your schedule securely, make changes when you need to, see your bills and get to know your care team.

This means greater control over when and how you receive your services so you can live life your way.

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

See upcoming visits, who's coming and when

Reschedule or cancel visits when you need to

Receive reminder notifications for upcoming visits

See past visits and their status

View and download your statements/invoices

Infection prevention and control – a shared responsibility

Preventing and controlling infection is a joint responsibility between BlueCare staff, consumers, and carers. These practices are essential to keeping everyone safe and stopping the spread of infections such as:

- + The common cold
- + Influenza (flu)
- + COVID-19
- + Norovirus
- + Rotavirus (gastro)

BlueCare's infection prevention practices include:

- + Performing regular hand hygiene.
- + Following cough etiquette.
- + Using personal protective equipment (PPE), including masks for respiratory infections.
- + Safely using and disposing of sharps.
- + Cleaning the environment routinely.
- + Cleaning and sanitising reusable equipment.

To help keep everyone safe, we ask you to:

- + Report any acute respiratory symptoms, gastrointestinal illness, bacterial infections or rashes in your household.
- + Notify us as early as possible before a scheduled home visit.
- + This helps us plan the right infection control precautions for our staff.

Be prepared for natural disasters

In Queensland, we regularly experience events such as heatwaves, bushfires, floods, storms and cyclones. Being prepared can reduce your risk and help keep you safe. BlueCare staff can support you to complete an Emergency Plan, which brings together important information about your care, support network and emergency contacts in one place. This plan helps you and those around you act quickly and confidently before, during and after a disaster.

For more information about getting ready for natural disasters, visit getreadyqld.gov.au.

Heatwaves are harmful, particularly for older people, as high humidity and extreme temperatures can make it harder to stay cool and worsen existing health conditions. As we age, our bodies are less able to regulate temperature, increasing the risk of serious dehydration during heatwaves. For tips and resources to stay cool and safe, visit bluecare.org.au/heatsafety.

What is advance care planning?

Advance care planning is about thinking ahead and recording your healthcare wishes in case you're ever unable to speak for yourself due to serious illness or injury. It often focuses on the type of care you'd want at the end of life and helps ensure your choices are understood and respected by your loved ones and health professionals.

For support and more information, visit the Queensland Government's *My Care, My Choices* website at www.qld.gov.au/health/support/advance-care-planning.





How you can help us to support you

At BlueCare, we're committed to working in partnership with you to ensure safe, respectful and high-quality care. To help us do this, we ask that you please follow a few important responsibilities:

- + Treat others with respect**
 - Be respectful and considerate towards staff, other consumers, and visitors.
 - Violence, harassment or abuse is not acceptable.
- + Respect staff's right to a safe work environment**
 - Keep pets secured during visits.
 - Do not smoke near staff.
- + Use of camera or surveillance equipment**
 - Let us know when surveillance devices are installed.
- + Provide relevant information**
 - Share up-to-date details to help us deliver safe, quality care.
 - Let us know if you have any concerns with your care or services.
- + Pay fees on time**
 - Pay any agreed fees promptly.
 - If you're experiencing financial difficulty, contact BlueCare Finance on 1800 708 061.
- + Notify us if you'll be away**
 - Let your BlueCare team know if you're going on holiday, into hospital or won't need care for a time.
- + Secure personal items and valuables**
 - Store away any items you don't want visible or accessible during your service visit.

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.

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

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).



Scan here for more information, to update your consent or to view our Privacy Policy.



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

Unlawful or inappropriate sexual contact

Psychological or emotional abuse

Missing consumers (unexplained absence)

General household support

Stealing or financial coercion by staff

Neglect

Inappropriate use of restrictive practices

Unexpected death

To learn more about SIRS, visit the Aged Care Quality and Safety Commission's website:
www.agedcarequality.gov.au/older-australians/safety-care/serious-incidents

Open and honest communication

We are committed to open disclosure — this means we'll talk openly and respectfully with you when something goes wrong, causes harm, or falls short of your expectations. These conversations may also involve your family or support person.

Open disclosure helps us learn, improve, and keep you safe.

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 Neighbourhood Lead or Care Partner - 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)**
- + Email, write to your **Neighbourhood Lead** or **Care Partner**
- + 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**
Website: agedcarequality.gov.au/making-complaint
- + **Queensland Government**
(for QLD government subsidised services)
Phone: **13 QGOV (13 74 68)**
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: tisonline.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](#).





How to get involved with BlueCare

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](tel:1800001953) 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](tel:1800001953) 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](tel:1800001953) or email plannedgiving@ucareqld.com.au.

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

Care that moves with you

When you're ready to move out of your home, BlueCare offers a range of options to suit your changing needs.

From welcoming retirement living communities to our warm and professional aged care homes, we're here to support you through every stage. With BlueCare, you'll have the freedom to choose what's right for you — knowing you're always in good hands.

A life full of living

If you want to feel secure in a friendly community with the freedom to enjoy what matters to you, BlueCare retirement villages are the perfect place to call home.

With more than 30 villages across Queensland, choose from a range of low maintenance modern homes that suit your lifestyle and budget, including additional support to live life your way. You can relax and have peace of mind without the worries of home and garden maintenance as it is all taken care of. Enjoy the village recreational areas and access to a range of amenities and services that make for easy retirement living. Safety and security are a top priority with our 24/7 emergency response service available in most villages.



**Discover a life full of living today at a BlueCare Retirement Village.
1800 990 446**





Become part of an inclusive, caring aged care community

Most people wish to remain living independently in their own home as they age, however, there may come a time when more care is needed.

When you choose a BlueCare Residential Aged Care home, you will join a supportive community that helps you continue doing the things you love most, while staying in a high-quality residence. BlueCare provides accommodation and care 24/7, access to nursing and health care services, management of day-to-day tasks such as cleaning, cooking and laundry. BlueCare also provides entertainment, social and emotional support so you feel at home and continue to live life your way.



**Learn more about our residential aged care communities today
1800 838 929**





 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