

Welcome to BlueCare

Resident support essentials



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As at October 2023



Welcome to your new home

Thank you for choosing BlueCare as your new home. Our big-hearted team extend a warm welcome to you and we trust you will enjoy living with us as much as we will enjoy sharing your company.

We understand moving can be unsettling, so we have taken special measures to assist you to feel comfortable in your new surroundings. When you first arrive we will show you around and introduce you to other members of your new BlueCare community.

We will do everything we can to make you feel right at home but we do understand that it can take some time for you to feel settled and secure.

We hope you will soon feel ready to join in on some of the wonderful lifestyle opportunities we have here and begin to make new friendships.

We provide service and personal assistance in more ways than you imagine so please do not hesitate to ask the BlueCare team any questions or raise any concerns you may have. Whilst we will take the time to fully explain the services available in your new home, this booklet is for you to keep and refer to as needed.

Should you require translation, our team will arrange for an interpreter at no cost, to assist in your understanding.

We look forward to creating and delivering specially designed and personalised services that respond to your needs and aspirations.



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.

BlueCare Tailor Made

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.

Tailor Made is BlueCare's person-centred care philosophy and 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."

BlueCare aged care homes comply with all relevant Food and Fire Safety regulations.

The quality indicators are important measures that have a broad impact across a number of other care areas. The QI Program will expand over time to include more QIs and measures of consumer experience and quality of life.

To support the QI Program and the Accreditation Program, the BlueCare quality system provides the framework for continuous improvement of the care and experiences for all residents. 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 residents. All services maintain a continuous quality improvement action plan that ensures that we change and adapt to the needs of our residents.

In order to provide the most accurate data for the QI Program and therefore improve our quality of care, we will ask for your consent to share de-identified data with benchmarking platforms, for example Moving on Audits. This platform helps collate and provide data to the department of the QI Program.

We recognise that moving into a new home can be an anxious time, so our team is ready to help you make the transition by supporting you and the people important to you.

Your say in the running of your new home is important to us and we have regular resident and family meetings to keep you up to date and hear your feedback.

It's about relationships

Our team is committed to promoting and maintaining your dignity, self-esteem and freedom of choice, with a special emphasis on building relationships and creating a sense of belonging. Our ultimate goal is to help maintain or improve your quality of life in your new home.

Highly skilled team

To ensure all your needs are met, our team is made up of management, administration, nursing and allied health staff, personal carers, hospitality and maintenance, chaplaincy and volunteers. All are highly skilled and trained.

Lifestyle programs

We also offer a variety of lifestyle programs that are individually tailored to ensure that there is always something to interest you. Our team will find out as much as possible about how you like to spend your day, so you can continue to do the things you enjoy and have the opportunity to meet other like-minded people who share these interests. Our lifestyle programs include exercise programs and holistic therapies and entertainment which include celebrating important events, parties, films and outings.

Delicious menus

Our hospitality services provide a choice of nutritious, tasty meals which are customised to your dietary requirements. BlueCare's Diet and Nutrition System, a ground-breaking Australia-first initiative, will be available to all aged care residents by the end of 2023. You can view every meal and all ingredients online, choose exactly what and how much is served, or select an alternate meal option. The system was developed using the Maggie Beer Foundation's philosophy to provide appetising and nutritious food through enjoyable dining experiences every day. Menus are reviewed regularly by a dietitian and we always ask for your feedback to continue providing the best quality.

Beautiful gardens

Many of our homes have gardens. Our well-maintained gardens often have water features, lighting sensory plants, bird baths and feeders. We also encourage you and friends and family to be involved in gardening, with many of our homes having gardening clubs. Our staff can also provide outside events such as BBQs.

For more information about the services on offer, please speak to your BlueCare team.



Our standards

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

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

BlueCare participates in the National Aged Care Quality Indicator Program (QI Program), which measures different aspects of care. Monitoring and measuring performance is vital to support our residents to receive quality of care and quality of life within a framework of continuous improvement.

Every three months, our homes collect and submit QI data to the Australian Government's Department of Health and Aged Care, which processes the data and generates a report about the indicators.

The QI Program complements, but does not replace, other resident safety, risk, quality improvement, accreditation and innovation activities.

Our services

We aim to make you feel right at home by providing care that puts you at the heart of it all.

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.

Person-centred

While each BlueCare home is unique, it's our residents and families, our bright team in blue and other health professionals that define our person-centred community. BlueCare knows how important it is to offer a customised service bolstered by our common operational standards across all sites.

How BlueCare services can assist you

We partner 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)**.

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 was 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 resident, 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 and others.

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.

LGBTQIA+ support

LGBTIQIA+ 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 our BlueCare team 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

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.

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 away for any period of social leave, please notify your Service Manager.

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.

We’ll ask questions such as what language you speak at home, whether you are of Aboriginal or Torres Strait Islander origin, and which spiritual days, events and customs you celebrate.

If you would like to see key documents translated into your language, or to use an interpreter, please let us know.

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.

Important information about your new home

Allocation of rooms

Every effort will be made to ensure your accommodation is suitable. If you do need to move rooms to better meet your care needs, we will first discuss this with you.

Furniture

Information about your room and furniture are contained in the Residential Care Agreement. Please take the time to read this document as it contains important information about the ‘rules of occupancy’ of your room.

We encourage you to personalise your room and make it feel like home, while remaining safe and accessible for you and our staff. Staff will assist you in arranging your room to ensure safety for you and those providing care. All rooms include an electric adjustable bed, bedside table, overbed table and comfortable chair to suit your needs.

You are also welcome to bring in other small items such as photographs, bedspreads, ornaments and vases. We recommend that personal possessions are labelled. If you wish to hang photographs or pictures on the walls or make any alterations to your room, please speak with your Service Manager.

Electrical equipment

For your safety, the use of certain types of electrical equipment in your room may be restricted. Please check with staff before bringing any electrical equipment into your BlueCare home. Electrical equipment may need to be tested and tagged by a qualified electrician before use (please seek advice from your Service Manager). You will be asked to meet the cost of these tests.

Small ‘bar’ fridges may be installed in your room. The cleaning and maintenance of these fridges is your responsibility. If you wish to keep food in this fridge, please ensure the food does not spoil and items are within their expiry date.

Television (TV) and radio

TVs are generally found in lounge areas, and in some of our homes TVs are already installed in the room. You may wish to install your own TV, however we recommend a flat screen TV 32 inches or less. You’ll need to meet the cost of doing so. We ask that you please use headphones in shared rooms in order to respect other residents’ comfort.

You may wish to bring your own radio. We ask you to please use headphones in order to respect other residents’ comfort.

Insurance

Our insurance covers all furniture and items belonging to the residential community but does not include damage or stolen cash, personal items, and furniture belonging to you. We therefore recommend that you do not keep sums of money, jewellery, or valuables in your room.

We recommend private contents cover for any personal items and furniture you may have in your room. Please be aware that you will need to meet the cost of any additional insurance cover.

Privacy

Each resident is entitled to their privacy. Therefore, we request you respect the needs of others and do not enter another resident’s room without their invitation or permission.

Care provision

Care team

Your care team may include registered nurses as well as enrolled nurses, personal carers, diversional therapists and activity officers, allied health professionals (for example: speech pathologists, physiotherapists, occupational therapists, NDIS support staff), chaplains and volunteers. You will be consulted and involved in the assessment and ongoing planning of your care needs.

Trained members of your care team are also able to provide supervision and emotional support where necessary. A member of staff is always available if emergency assistance is required.

Allied health services

We are able to arrange access to allied health services including:

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

These services are aimed at maintaining or restoring your ability to perform daily tasks.

You may also have your own visiting healthcare professionals, including physiotherapists or NDIS support staff.

A referral from your care team may be required for some services and treatments. The allied health services available through your residential home do not include intensive, long-term rehabilitation services required following, for example, serious illness or injury, surgery, or trauma.

Please speak with your care team regarding access to these services and any charges that may be involved.

Doctors, dentists and other healthcare professionals

You can select a doctor, dentist and other healthcare professionals of your choice. You may wish to consider a local doctor or one who will visit the home. Please speak with your care team if you need assistance with arranging visits.

Hospital leave

If you become unwell, it may be necessary for you to go to hospital in order to receive the appropriate care. You are entitled to unlimited leave from the residential home for hospital care. Your usual fee will continue to be charged during your absence.

Medications

The care team is qualified to assist with your medication if you are unable to, or do not wish to manage your medications. If you would like to keep managing your own medication, staff will observe you doing this to determine the level of assistance you require.

Your medications will only be used by you. We can arrange for your medication to be obtained from our contracted pharmacy. The benefits of choosing to access our contracted pharmacy are:

- + An accurate history of your medications
- + Pharmacy dispensing into pre-packed medication packs improving the safety of administering medication
- + The cost of dispensing into pre-packed medication packs is covered by BlueCare
- + 24 hour delivery in case of emergencies or sudden changes to medications.

If however, you’d like to obtain your medication from a pharmacy of your choice or you’d like to make your own arrangements for medications please speak with our friendly team first. Please note the costs of any medications prescribed by your doctor remain your responsibility.

Any medications that you keep in your own room must be secured in the supplied wardrobe or bedside locker.

Nursing services

Nursing services will complete an assessment and planning session in partnership with you and/or your chosen representative to determine the type of nursing care you require to maintain optimal health and wellbeing according to your needs and preferences. Our nursing team will continually monitor your care plan regularly and can adjust to suit any changes to your needs, goals and preferences as required. You will also have access to other health professionals and the broader care team if required as well.

Private Health Funds

You may choose to maintain membership of a private health fund. The cost of private cover is to be met by you. If you have private health cover, please provide your care team with the details.

Vaccinations

All BlueCare residents are encouraged to be vaccinated against appropriate infectious diseases (including influenza and COVID-19), for your protection and the protection of other residents and staff. We will consult with you and your GP to discuss which vaccinations are recommended for you.



Advance care planning

Advance care planning is about planning for your future health care and documenting your future 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

General things to know

Diversional therapists and activity officers provide group activities and recreational programs including social activities, outings and craftwork. Staff will talk to you about the types of activities you like.

These programs may be designed to your needs including individual assistance. Our staff will provide any necessary equipment.

You're welcome to leave the home for any social outing you may wish to take. We encourage that you, your family or your friends inform reception before and after your excursion. This will help our team coordinate any medications or meal preparation during your outing so you can have a delightful experience, addressing all your care and support requirements.

Alcohol

You are welcome to bring alcohol. Please remember to take into account any medical condition you may have or medications you are taking (including prescribed or over-the-counter) before consuming alcohol or seek advice from your doctor. The rights of other residents and staff need to be respected, therefore some restrictions on alcohol consumption may apply and we request that you refrain from excessive drinking.

The use of illicit or illegal drugs is prohibited by law and their use or storage is not allowed.

Camera use

There is no assumed right for residents or their families to install recording devices (such as cameras, mobile phone and smart device recordings) in BlueCare aged care homes. The photography and recording of persons and staff is subject to privacy and criminal laws within Queensland and BlueCare cannot facilitate a breach of these laws. If you wish to record within the confines of your room, please discuss this with your Service Manager.

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. Our friendly staff will talk to you about your advance care planning.

Need assistance?

My Care, My Choices is a Queensland Government advance care planning initiative. For further information and assistance with advance care planning visit metrosouth.health.qld.gov.au/acp

Cleaning

We regularly clean and maintain your room and ensure the safe disposal of any waste. If you prefer to clean any personal items yourself please let our staff know. If you have any special requests or concerns regarding cleaning please talk to your Service Manager.

Clothing and laundry service

A laundry service is included in your fees. Clothing is washed in commercial machines using industrial strength washing powder and put through the dryer, to meet infection control requirements. It's important that your clothing is machine washable and able to be tumble dried. We recommend that sufficient seasonal clothing be provided to allow for a minimum of five days between laundering.

Clothes labelling

Residents should bring a range of clothing that they enjoy wearing and provides comfort in all seasons. All clothing must be labelled with the resident's name to ensure their safe return after the laundering process. Your home offers a labelling service for your convenience on admission.

The advantage of BlueCare completing labelling is that a permanent heat seal label is used, designed to withstand the commercial washing process.

Clothing repair

Personal clothing that requires attention (e.g. damaged, stained etc.) will be returned to you with a 'red alert' tag indicating the need for repair or disposal. The mending and replacement of clothing is your responsibility. We appreciate replacement of worn clothing as soon as possible, including advising staff of new clothing so it can be labelled to safeguard against future loss.

Community commitments

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

Cooling off period

All permanent residents are entitled to a 14-day cooling-off period as stated in the Resident Care Service Agreement. You will only be charged for the fees and charges payable for the time you were in the Service. For further information, please refer to the Residential Care Service Agreement.

Leave

We understand the importance of spending time with your family and friends. According to the regulations governing residence in our facility, you are entitled to enjoy 52 days of social leave each year. If your plans extend beyond this period, the usual fee, along with the Commonwealth Government subsidy, will be necessary to secure your continued place at the home.

Lost or unclaimed clothing

Occasionally clothing can be misplaced. We keep a list of misplaced clothing and unlabelled items of clothing will be kept for two (2) months following which time they will either be donated to charity or disposed of. If you lose any items of clothing please speak with your staff as soon as you identify the loss.

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

Many of our homes have cats, dogs, chickens and other animals as pets for the entire home or pet therapy/visitation programs. Our residents love the opportunity to cuddle, pat and interact with the animals, without the added stress of being solely responsible for the animal's care.

We recognise that for many residents, your own pet is a part of your family. As such, it may be possible for arrangements to be made for your pet to visit you. This would need to be discussed with and agreed to by your Service Manager and we would also need to consider the impact this may have on other residents.

Security of tenure

During your time with BlueCare, we will provide support as best as possible. You can depend on our ability to provide care and accommodation which meets your needs according to your Classification of Care.

While in a BlueCare home, you may be asked to move location within the service. This could be to help provide appropriate medical care or for room maintenance/repair. Or you may wish to move within the service to better suit your preferences. In any case, written notice will need to be provided and BlueCare will discuss directly with you. More information on this is provided in the Residential Care Service Agreement.

Smoking

From September 1, 2016 the Queensland Government has officially banned smoking at all residential aged care homes and for 5 metres beyond their boundaries (unless within a nominated smoking place). The law prohibits the use of all smoking products, including electronic cigarettes.

Whilst the majority of our homes are strictly 'non-smoking', we do have a few homes that accommodate people who identify as smokers, by providing a designated outdoor smoking area that complies with legislative requirements. We therefore ask for you to inform us if you identify as a smoker during the pre-admission process.

If you would like to reside in a BlueCare home that doesn't permit smoking and you identify as a smoker, you will be offered assistance to quit smoking. If you do not wish to quit, then we will advise you on an appropriate BlueCare home.

We will chat with you about your smoking needs and our team will discuss what help you need while you take smoking breaks. Should you require supervision/assistance from staff to smoke, please be aware that while all efforts will be made to assist you at agreed times, there may on occasions be difficulties associated with this. In these instances, our team will discuss this with you or your nominated representative.

All areas within your BlueCare home are fitted with automatic smoke detectors in line with Australian Standards.

Toiletries

We provide you with basic toiletries such as bath towels, soap, shampoo and conditioner, moisturiser, deodorant, shaving cream, disposable razors, toothpaste and toothbrushes, denture cleaning preparations, toilet paper and tissues. For further information on what is provided, please refer to your Residential Care Service Agreement.

Visitors

Family and friends are able to visit at any time. However, if an outbreak occurs where the residential aged care home is required to limit the number of visitors for the safety of residents, BlueCare will follow public health directions from the Chief Health Officer. For more information on when these situations occur, ask your Service Manager.

Moving in

Items to bring with you

We ask you to bring with you the following important documents and items where applicable:

- + Current personal medication and prescriptions
- + Pensioner Concession card
- + Pharmaceutical Benefits Scheme card
- + Medicare card
- + Details of private health cover
- + National Disability Insurance Scheme (NDIS) number
- + Copy of NDIS plan and information, should you choose to share the details with us
- + Department of Veterans' Affairs (DVA) pharmaceutical and health treatment cards (e.g. White or Gold card)
- + Copies of Enduring Power of Attorney, Advance Health Directive and/or Statement of Choices

Moving out

You are able to terminate your Residential Care Service Agreement, giving seven (7) days notice. Our staff will be able to let you know when your room needs to be vacated

Commonly-asked questions about costs

BlueCare services can be funded in many ways, with clients always 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?

The initial contact for inability to pay should be reported to the Service Manager. They may redirect you to a

- + Personal clothing
- + Personal items
- + Furniture as agreed.

Meals

All meals are included in your accommodation and you will be offered a choice of meals each day. Our care team will discuss your dietary requirements when you move in - please let us know what your food likes and dislikes are, and any foods that you are allergic to or require for religious or cultural reasons.

Menus are reviewed regularly in consultation with residents and a dietitian.

Your family and friends are welcome to join you for a meal. A small charge is requested to cover costs. For catering purposes, we ask you to let us know in advance.

Tea and coffee making facilities are available within your home.

and can assist you with any moving out requirements you may have.

BlueCare Finance team member on [1800 708 061 \(option 5\)](#). Alternatively, the Service Manager may arrange to have a Finance team member call you for a more detailed discussion on short-term financial support options.

How do I pay my fees?

You can pay your fees by direct debit, credit card or Centre Pay. For general information about fee payment, please contact our Customer Service Centre. All payment options are explained at [bluecare.org.au/paymyaccount](#).

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?

Our staff love the work they do therefore giving/ accepting of gifts is not encouraged, however, your verbal appreciation will be very welcome.

We'd also love for you to give us the feedback so that we can also acknowledge our staff for the great work that they do.

Safety is our priority

Your safety and that of other residents and staff is paramount. Many policies about the protection and safety of residents are detailed in your Residential Care Service Agreement. We are also required to adhere to other relevant government legislation in the areas of safety and security.

Personal safety

To reduce the risk of injury to both yourself and staff, an assessment will be conducted to determine if you require mobility assistance (e.g. moving from a bed to a chair). Assessments are conducted by fully trained staff in consultation with yourself, your family or representative, and your doctor.

All lifting equipment is maintained according to a maintenance schedule.

Walking and mobility aids

We provide physical assistance with moving and walking including wheelchair use and the use of devices and appliances designed to aid mobility, including the fitting of artificial limbs and other personal mobility aids.

For safety reasons, owners of motorised mobility devices, including wheelchairs, scooters or other aids which have motors and are battery powered, should be aware that:

- + There may be limitations placed on the use of motorised mobility aids.
- + Road rules apply and speed limits are in force within the home and surrounding footpaths/roads.
- + Maintenance/servicing and repair is your responsibility.
- + We suggest insurance against theft, accidental damage, property damage and third party personal liability is obtained. Owners who do not have comprehensive insurance may find themselves being held personally liable for any injury to others and/or property damage relating to the use of their device. Major insurers or an insurance broker can provide advice.
- + If a device is used on a footpath/road, it must be registered with the Department of Transport and Main Roads. Currently there are no fees for registration. Free compulsory third party insurance is provided when registered (i.e. in the event the device injures someone, the owner is likely to be protected from having to pay for medical costs).
- + You may be required to undergo assessment to ensure you can safely manoeuvre the motorised/battery powered mobility device.

Please speak with the BlueCare team for further information.

How we prevent and control infection

At BlueCare, our infection prevention and control practices help 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 keep everyone safe, we encourage reporting of acute respiratory infections, gastrointestinal symptoms, bacterial infections or rashes. Please let us know as soon you can so we can determine what infection control precautions are needed.

Your safety and wellbeing is our priority. To keep everyone safe, please let the BlueCare team know if you are not feeling well or are experiencing acute respiratory or gastrointestinal infection symptoms.

The BlueCare team may need to increase infection prevention controls on occasion due to local circumstances or an outbreak. We may need to implement strict procedures for visitors to follow in line with jurisdictional directions. Visitors may need to:

- + Undergo a screening process before they enter
- + Wash their hands before entering and upon leaving your room
- + Stay 1.5 metres away from other people, where possible
- + Wear a mask, stay home when unwell.

Visitors may not be able to visit if you are unwell with an infection. The BlueCare team will discuss your wishes and visit preferences with you to be safe. Support is available if you feel anxious about changes during this time. We support you to stay connected by phone, video calls or social media.

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 your 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 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 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.

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 request to correct your personal information held by BlueCare at any time by contacting your BlueCare team.

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.

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 centre.

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 your Service Manager or BlueCare team member, or lodge your complaint with:

BlueCare Privacy Officer
UnitingCare
GPO Box 45, Brisbane Q 4000
privacy@ucareqld.com.au

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

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.

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, the service will put plans 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), the NDIS Commission (if you are a participant in the scheme) 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
- + Unexplained absence from care or a missing consumer
- + Stealing or financial coercion by a staff member
- + Neglect
- + Inappropriate use of restrictive practices
- + Unexpected death.

*Source: What is the SIRS? Consumer summary agedcarequality.gov.au/resources/what-sirs-information-home-services-care-recipients

For more information about SIRS, visit agedcarequality.gov.au/resources/what-sirs-information-home-services-care-recipients scheme or you can ask your Service Manager for an information sheet.

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 or you can ask the service manager for an information sheet.

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 Service Manager 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 or make a complaint?

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 your Residential Service Manager (refer to the Directory in the Appendix of this book for your area's regional office or ask your BlueCare team)
- + 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 visit agedcarequality.gov.au/making-complaint to lodge a complaint online.
- + Contact the NDIS Commission on 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged. Visit ndiscommission.gov.au/contact-us/makeacomplaint to lodge a complaint online. Refer to the appendix for 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. You will be kept informed of the progress of your complaint, including any action taken, the reasons for any decisions made and options for review of decisions in relation to the complaint. 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

At BlueCare we make it **our priority** to ensure you will be **treated well** and **feel safe**.

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. You can contact the [Older Persons Advocacy Network line](#) on **1800 700 600**. For alternative contacts, please refer to the Directory in the Appendix of this booklet.

Keeping in touch

Maintaining links to your community is very important and our staff will be able to assist you with this. They can help with transport options as well as assisting you to receive visits from members of the community or community groups.

Computers and internet access

Some of our homes have computer stations and internet access (Wi-Fi) available. You are advised of the following when accessing these stations and BlueCare's internet connection:

- + Accessed information may not be accurate or valid
- + Data shared with others may not be secured
- + Occasionally offensive and objectionable material may circumvent the restrictions
- + Exercise due care when disclosing personal information over the internet.

Residents should not:

- + Access or hack others' information
- + Use their personal software on BlueCare computer equipment
- + Maliciously damage BlueCare computer facilities and equipment
- + Ignore the values and beliefs of others when viewing potentially offensive or objectionable information/ images on computer screens located in public areas.

Mail

Please remember to contact Australia Post to ensure that your mail is redirected to your new home. If you would prefer your mail to be sent to a family member or friend, please provide us their address.

Your mail will be delivered to you on the day it arrives and our staff will show you where to leave mail that needs to be posted.

Our team will also be able to assist you to purchase stamps.

Telephones

Your room may be fitted with a telephone. How your telephone costs and charges are billed may also vary. In some facilities, the telephone connection and billing will be part of your regular fee schedule. Alternatively, the costs of connection and ongoing charges may be your personal responsibility. You will need to make arrangement for payment of these accounts directly with your telephone service provider.

Visiting times

As this is your home, family and visitors are welcome whenever you wish. Parking is available for your visitors. Please consider the needs of other residents at all times when you have visitors.

Voting

Please ensure your electoral address has been altered with the Australian Electoral Commission. Forms are available from Australia Post or online.

Some of our homes are visited by mobile polling booths for elections.

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 client 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 BLUECARE	1300 258 322
Central Support (Administrative Centre)	192 Ann St, Brisbane Qld 4000 GPO Box 1265, Brisbane Qld 4000	07 3253 4000
Finance Department	finance@bluecare.org.au	1800 976 833

Other useful contacts		
My Aged Care	<p>A one stop shop to help you navigate the aged care system and find information, services, and facilities.</p> <p>1800 200 422 myagedcare.gov.au</p>	
Cancer Council Helpline	<p>13 11 20 (9am – 5pm; Mon – Fri) cancerqld.org.au</p>	
Carer Gateway	<p>Carer Gateway is an Australian Government program providing free services and support for carers.</p> <p>1800 422 737 carergateway.gov.au</p>	
Carers Queensland	<p>Provides carers with information, education, training, advocacy, counselling and other support services that may assist them in their caring role.</p> <p>1800 242 636 (free call; 9am - 5pm; Mon - Fri) carersqld.asn.au</p>	
Dementia Australia	<p>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.</p> <p>The National Dementia Helpline 1800 100 500 (free call; 24/7) helpline@dementia.org.au Webchat: dementia.org.au/helpline/webchat</p>	

Department of Veterans' Affairs	<p>1800 VETERAN 1800 838 372 (free call; 8am - 5pm; Mon - Fri) GPO Box 9998 Brisbane Qld 4001 GeneralEnquiries@dva.gov.au dva.gov.au</p>
Elder Abuse Prevention Unit	<p>State-wide telephone information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person</p> <p>1300 651 192 (cost of a local call) or 07 3867 2525 (interstate and mobile enquiries) (9am – 5pm weekdays) eapu@uccommunity.org.au</p>
My Care, My Choices	<p>My Care, My Choices is a Queensland Government advance care planning initiative.</p> <p>1300 007 227 acp@health.qld.gov.au mycaremychoices.com.au</p>
National Continence Helpline	<p>Provides information, education and advice to callers with incontinence or who are caring for someone with incontinence.</p> <p>1800 330 066 (free call; 8am – 8pm; Mon – Fri) helpline@continence.org.au continence.org.au</p>
PalAssist - Palliative Care Support and Advice	<p>Provides no-cost telephone and online service for palliative care patients, carers, family and friends seeking practical information and emotional support.</p> <p>1800 772 273 (7am - 7pm; 7 days per week) palassist.org.au</p>
Seniors Enquiry Line	<p>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).</p> <p>1300 135 500 (9am – 5pm weekdays) sel@uccommunity.org.au PO Box 2376 Chermside Qld 4032</p>

Advocacy Services	
Aged and Disability Advocacy (ADA)	<p>121 Copperfield Street, Geebung Q 4034</p> <p>1800 818 338 (free call) or 07 3637 6000 adaaustralia.com.au info@adaaustralia.com.au</p>
Disability Advocacy Finder Ask Izzy	<p>People with disability who need someone to speak up for them can use Ask Izzy to search for independent Disability Advocacy providers in their area. These services provide access to professionals who can ensure the choices and rights of people with disability are respected and they are being treated fairly.</p> <p>askizzy.org.au/disability-advocacy-finder</p>
Older Persons Advocacy Network (OPAN)	<p>1800 700 600 opan.com.au</p>



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		
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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.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

apply glue here

.....fold here.





 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