



Welcome to Blue Care

Information about Disability Services

This booklet covers:

- How we will partner with you to support and enhance your way of life
- Your rights and responsibilities
- How we protect your privacy
- Helpful contact numbers.

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

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Welcome to Blue Care

It's your life and no matter what you want to achieve, Blue Care can offer the disability support you need, when you need it. Whether you'd like to find an activity you love, get extra help at home, or access nursing and a wide range of therapies, we're here for you.

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

We believe in the importance of forming personal, respectful, and long-lasting relationships. From the very start, we will make sure we get to know you and your personal needs as best we can.

As one of Queensland's leading home care, residential aged care, disability and retirement living providers we understand the importance of building partnerships.

Our services are based on your unique needs, choices and interests. Our team of dedicated professionals are passionate about providing you personalised support that suits your needs and lifestyle including nurses, disability support workers and lead practitioners.

As at January 2021



Information for me

Blue Care Customer Service Number: 1300 778 081

Our staff can assist you to fill this out if required

Name of your local Blue Care service: _____

Phone number: _____

After hours contact number: (Call your service) _____

Names of Disability Support Workers / Staff: _____

Name of Key Contact: _____

Booked day: _____ Time: _____

Booked day: _____ Time: _____

Booked day: _____ Time: _____

Booked day: _____ Time: _____

About us

We have been caring for Queenslanders since 1953. Our people make more than three million visits to Queenslanders each year. Today, we provide the same holistic care, service and companionship that have been our hallmark since the very beginning.

You and your loved ones come first at Blue Care and this focus has helped us become one of Queensland's largest and most trusted providers of in-home care, residential aged care, disability services, independent and supported retirement living, and allied health services.

Our mission

To improve the health and wellbeing of individuals, families, and communities as we reach out to people in need; speak out for fairness and justice; and 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 learning.



Care tailored to you

You are unique and our approach to your care is too.

It is our tailor-made philosophy that guarantees:

- The focus on your goals, wishes, skills and capabilities
- We recognise everyone's uniqueness
- There's equal partnership between you and Blue Care
- Your family, friends and/or a representative of are an important part of this partnership.

Our standards

We are proud to be a registered NDIS provider and comply with the National Disability and Insurance Scheme (NDIS) Practice Standards and the NDIS Code of Conduct. If you would like further information about the NDIS Practice Standards and the recertification process, please contact us.

Rights of Persons with Disabilities

Blue Care respects the United Nations' Convention on the Rights of Persons with Disabilities.

We achieve this through:

- Promotion of equal rights, equal opportunity and equal access for all people
- Supporting people with disability to live independently and be included in the community and all aspects of society
- Providing health services as close as possible to peoples' own communities including rural areas
- Providing training of professionals and staff working with persons with disability, so as to better provide the services guaranteed by those rights.



Diversity and inclusion

At Blue Care, we recognise and celebrate all forms of diversity including diversity of religion, spirituality, sexuality, gender identity, culture, heritage and more.

The more we understand about your background, spirituality, preferences, and customs, the more we can tailor our services to deliver what you need and prefer from us. You are welcome to let us know if you have any special days, events or customs that are important to you.

Your information will be treated with respect and sensitivity.

If you would like support with translating documents into your own language, or would like to use an interpreter, please let us know.

Our services

Our experienced team will work with you, your family or carer to develop a personalised support plan suited to your needs and lifestyle goals.

We offer a wide range of services:

- Assistance with daily living like shopping and cleaning
- Personal care in the home like personal hygiene and grooming
- Social supports to help you remain connected to your community
- Nursing services and clinical care
- Allied Health services such as social work, podiatry, and exercise physiology

Call **1300 778 081**, if you would like to know which services are available near you.

How can we assist?

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

We will work with you to:

- Design services to suit your individual needs
- Stay connected to your community
- Encourage you to achieve your goals
- Enable you to live independently by building on your abilities
- Achieve personal wellbeing.

Starting with Us

1. Before Blue Care can provide supports, it is important we provide you with a "Service Agreement" which outlines the terms and conditions and explains your rights and responsibilities when we provide support to you.
2. When you tell us what you would like, a 'Table of Supports' will be created. It will include how much the support will cost, when we can give you support and how to pay for your support.
3. If we can't provide the services you want, we will help you find a provider who can.



4. NDIS will fund you to have the supports you need, and if needed, we can assist you to ask for more funding.
5. We do our best to match you with your preferred worker and include you in the selection process.

Changing or cancelling a booked shift

If you want to cancel your shift or change the time your support worker comes over, you will need to let us know in advance. Also, if your support worker cannot come to work with you on the days we agreed to, we will let you know as soon as possible.

You can decide if you want a different worker or have your support on a different day with your regular worker.

You may still have to pay us for a shift if:

- you are not at home when your worker comes over
- you do not let us know within a reasonable time before the worker is supposed to start.

Leaving us

If you want to stop getting support from us, you will need to let us know in writing and 2 weeks in advance.

We may decide to stop providing support to you if:

- We are no longer able to provide services you require
- You stop getting funding (money) from the NDIS.

If you are not happy with us stopping your support, you can make a complaint to the key contact.

Switching providers

Before we stop giving you support, we will make sure you are safe and that you have another service that can support you. We will work in partnership with you and your chosen provider to meet your needs and goals.



Your responsibilities

As a valued Blue Care client, you have a responsibility to:

Treat others with respect

You, your family members and visitors, 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. For example, if you are receiving services in your home, keep pets away from staff members and do not smoke near staff.

Share 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 agreed fees on time

You are expected to pay any agreed fees on time. If you are unable to pay your fees, speak with a Blue Care team member to find a solution.



Privacy and consent

Privacy

The Australian Privacy Principles, under the Commonwealth Privacy Act 1988, set out how organisations like Blue Care may collect, store, use, disclose and protect your personal information. We are committed to ensuring your privacy is respected at all times.

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

- Your name and contact details
- Contact details of your next of kin or legal guardian/s
- Your doctor/healthcare workers
- Care delivered by us
- Health information
- NDIS Participant Number, Medicare and Department of Veterans' Affairs information.

Consent

With your consent, and to support your care, we may need to share information about you and your care with other health care professionals, government agencies or companies and individuals who perform activities on our behalf.

Our Privacy Policy details how we may collect, store, use, disclose and protect your personal information. You can visit our website to read it or ask us for a copy.

Please let us know if you would like more information about privacy, or change your consent details.

Privacy breach

If you believe we have breached the privacy of your personal information, please contact:

Your Key Contact,
Blue Care Privacy Officer
privacy@ucareqld.com.au

Alternatively, you may contact:

Office of the Australian Information
Commissioner
Phone: 1300 363 992
Website: oaic.gov.au



Advocacy

You can speak to someone called an “advocate” if you are concerned about the care and services you receive.

An advocate is someone who will support you and speak out solely on your behalf. An advocate may be a family member, friend or someone from an advocacy service.

Disability Advocacy services are free, confidential, and independent of Blue Care. There are a number of advocacy services for persons with disability.

Find out more about advocacy at:

disabilityadvocacyfinder.dss.gov.au/disability/ndap/about

Disability Advocacy Finder is at this address:

disabilityadvocacyfinder.dss.gov.au/disability/ndap



Your safety

Blue Care takes your safety seriously.

There are organisational processes in place to ensure all incidents involving participants are reported and investigated, and corrective measures are undertaken to prevent recurrence or eliminate risks.

We will:

- Ensure all of our staff are trained to identify, report, and respond to incidents
- Take all necessary steps to respond to incidents, including making sure you are safe
- Confirm with you who you would like to be notified about certain situations involving you and we will follow your instructions
- Keep you updated on how we are managing the incident
- Ask for your input on how we can do things better in the future
- Record all details of the incident, investigation, and outcome/s
- Notify you of any decisions or service redesign we need to make to prevent the incident occurring again.

Depending on the severity of the incident and what services you receive from us, we may need to notify the following:

- Police, Department of Child Safety or Disability Services, the Office of the Public Guardian or in the case of a death, the Coroner.
- We are required to report any incidents to the NDIS Quality and Safeguards Commission involving death, serious injury, abuse or neglect, unlawful sexual contact or sexual misconduct or unauthorised use of restrictive practice.



Throughout any investigations, you may want assistance and support from an external agency/advocate.

The NDIS Quality and Safeguards Commission have a tool to find an advocacy agency in your area.

You can go to their website ndiscommission.gov.au, or directly follow this link: disabilityadvocacyfinder.dss.gov.au/disability/ndap/

If you are not happy with the way we have managed an incident or the outcome of an incident, you may complain either directly to us or to the NDIS Quality and Safeguards Commission on 1800 035 544 or visit their website: ndiscommission.gov.au/about/complaints





Complaints and fixing problems

It is always okay to speak up

It is important to us that we give you the best service possible. While we try to do this, sometimes things go wrong. It is important for us to be informed so we can fix it.

It is always okay to speak up. You can talk to us when something goes wrong with your supports or services. A complaint helps us learn how to make our supports and services better and makes sure we keep you safe.

Please tell us if something

- Has gone wrong
- Is not working well
- Has not been done the right way
- Makes you unhappy
- Makes you unhappy or you feel you have been treated badly



What we will do

- Listen to your complaint
- Work with your family, advocate, and/or guardian if you want their support
- Work with you towards achieving a resolution of any problems as quickly as possible.
- Aim to make your supports and services better.

Ways to make a complaint

- Ask to speak to your key contact
- Phone the Customer Service Centre on 1300 778 081
- Via our website: bluecare.org.au/about-us/feedback-and-complaints

External to Blue Care

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your complaint, please contact to the NDIS Quality and Safeguards Commission on 1800 035 544 or ndiscommission.gov.au/about/complaints



It's your life and no matter what you want to achieve, Blue Care can offer the support you need, when you need it.

Whether you'd like to find an activity you love, get extra help at home, or access nursing or a range of therapies – we're here for you.

Call us today on **1300 778 081** or visit **bluecare.org.au/disability**

A person is shown from the side, sitting in a wheelchair on a large, green grassy field. The person is wearing a dark blue t-shirt and a black watch. Their hand is on the wheelchair's handle. The background is a blurred landscape with trees and a path, suggesting a park or recreational area. The lighting is soft, indicating it might be early morning or late afternoon.

Life, your way.



Live life your way.

Key contacts

To locate one of our services, please visit our website **bluecare.org.au/about-us/contact-us** or call us.

Blue Care	
Blue Care Customer Service	1300 778 081
Blue Care Finance Queries	1800 708 061
Blue Care Disability	bluecare.org.au/disability
National Disability Insurance Scheme (NDIS)	
Information for participants	1800 800 110 ndis.gov.au/participants
Privacy	
Blue Care Privacy Officer	privacy@ucareqld.com.au
Office of the Australian Information Commissioner	1300 363 992 oaic.gov.au
Advocacy	
Disability Advocate Finder	disabilityadvocacyfinder.dss.gov.au/disability/ndap/
Complaints	
NDIS Quality and Safeguards Commission website (complaints)	1800 035 544 ndiscommission.gov.au/about/complaints
Translation Services	
Translation and Interpreting Services	131 450 or 1800 550 552
Community Information	
Queensland Government - People with Disability	13 74 68 qld.gov.au/disability