



Client Information Book

Proudly part of



Contents

Welcome to Blue Care	5
About Us	6
Our approach to your care	7
Our Services	8
Services pricing and costs	9
Charter of Aged Care Rights	10
Your responsibilities	11
Diversity and Inclusion	12
Privacy and consent	13
Advocacy	15
Incident reporting, investigation and notifications	16
Feedback and Complaints	16
Blue Care directory	18
Other useful contacts	19
Help us to help you - Feedback form	21

As at March 2020



Welcome to Blue Care

Thank you for choosing Blue Care.

At Blue Care, we are passionate about offering you a personalised support service that reflects your needs, choices and interests. We understand the value you place on independence and freedom. With Blue Care, you gain a rewarding partnership with dedicated professionals, ranging from nurses to personal carers, who are committed to enhancing your quality of life.

The information in this book will outline how Blue Care will work with you to deliver tailored services for your individual needs, and also guidance on your rights, responsibilities, how we protect your privacy, and helpful contact numbers in case you require additional support.

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

We are here to help you achieve the best possible outcome with your care and we will work in partnership with you to support you in achieving your goals.

If you have questions at any time please contact your local Blue Care service or call our Customer Service Centre on **1300 BLUE CARE (1300 258 322)**.

The name of your local Blue Care service: _____

Phone: _____

About Us

We are one of Australia’s leading not-for-profit residential aged care, community care and retirement living providers.

We are founded on a compassionate approach to care and our reputation is built on our highly experienced team who work in more than 260 centres, in 80 communities across Queensland.

Together we are a partnership. We will work with you, your family or carer to develop a personalised care plan that is suited to your exact needs and your lifestyle goals; whether it is long term care or just until you’re back on your feet.

Our team will support you through tailored care delivered by highly experienced professionals, using the latest research and technology.

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
 Care with compassion, innovation and wisdom.

Our Values

Compassion	Respect	Justice	Working Together	Leading through Learning
Through our understanding and empathy for others we bring holistic care, hope and inspiration.	We accept and honour diversity, uniqueness and the contribution of others.	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society.	We value and appreciate the richness of individual contributions, partnerships and teamwork.	Our culture encourages innovation and supports learning.



Our approach to your care

You are unique and our approach to your care is too. It’s tailor-made for you.

Blue Care *Tailor Made* is our approach to care and providing services. It guides the way we work with you in choosing the right services that support and respond to your individual needs and goals.

Our Blue Care *Tailor Made* approach recognises:

- everyone’s individual uniqueness is to be appreciated
- there’s equal partnership between you and Blue Care
- 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.

Our Standards

Blue Care is required to meet the Aged Care Quality Standards.

We are very proud to be accredited under these standards as this means you can be assured of the highest quality of care and services.

Regular visits to our services are conducted by the Australian Aged Care Quality & Safety Commission and further information regarding the accreditation process is available in the service.

Our Services

Our experienced team will work with you, your family or carer to develop a personalised care plan that is suited to your exact needs and your lifestyle goals; whether it be long term care or just until you're back on your feet.

We offer you a large and diverse range of services and products in your home or in a Blue Care community centre. These include:

- Nursing care including general nursing and specialist nursing in palliative care, chronic disease management, continence advisory and wound care
- Allied health services such as physiotherapy, speech therapy and podiatry
- Personal care, support in the home and in the community
- Respite services in your home or at one of our centres
- Social support to assist you to remain connected to your community
- Spiritual and pastoral care.

These services may differ depending on your location. Blue Care is available to discuss your care options and find a support plan that suits your individual needs.

How Blue Care services can help you

Blue Care works with you to create a program of services that supports you to achieve your goals and participate in life as independently as possible. We work with you to:

- design services to suit your individual needs
- stay connected to your community
- promote your active participation in achieving your goals
- enable you to live as independently as possible by building on your abilities
- obtain a satisfactory level of personal wellbeing.

Brochures and fact sheets about services are available on our website

www.bluecare.org.au or by calling our Customer Service Centre on **1300 BLUE CARE (1300 258 322)**.

Services pricing and costs

Our services are subsidised by the Australian and State Governments and fees are determined in accordance with Government guidelines and by agreement with a client or their representative.

Blue Care services can be funded in many different ways, and all clients are required to contribute to the total cost of their care. The amount you pay depends on whether your care is regulated and subsidised by the government, by another funding source, or if you are paying privately for your services.

Both Blue Care and the 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 do I pay?

Your fees depend on the type of service, the funding body, your needs and duration of the service provided to you.

For detailed information on our fees and charges, please contact our Customer Service Centre for a schedule of fees based on your needs.

What if I'm unable to pay?

Should circumstances mean you have limited ability to pay fees (e.g. have high medical or pharmaceutical costs), there are several avenues open to you for a reduction or waiver in fees. For some programs, clients can apply directly to Blue Care and for other programs, clients can complete a financial hardship form with Centrelink. Please speak with your Blue Care team member about your options.

How do I pay fees?

There are several options available to you to pay your fees, including direct debit, cheque, credit card or via Australia Post.

General information about fees is available from our Customer Service Centre. For specific questions about payment options, please contact one of our Community Finance Officers on 1800 708 061.

Will my fees change in the future?

Our fees may change from time to time. Changes are usually in line with Government indexation / reviews. You will always be advised of any change before they are effective.

Can I give my Blue Care team member a gift?

While we understand that you may become very close with Blue Care staff they are not permitted to accept gifts of money or items of value.



Charter of Aged Care Rights

Your safety, wellbeing, human and legal rights are important to us. They are outlined in the Australian Government's Charter of Rights. A copy was provided to you on admission to our service or please see them listed below.

You have the right to:

1. safe and high quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated.

Your responsibilities

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

To treat others with respect

All clients, family members, visitors and staff are expected to be respectful and considerate. They should make sure that their behaviour does not adversely affect others. Any kind of violence, harassment or abuse towards staff or others is not acceptable.

To 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.

To assist Blue Care by providing relevant information

It is important that you share information about yourself that will help us deliver you safe and quality care. This may include up to date information and any problems you have with your care or services.

To pay agreed fees on time

You are expected to pay any agreed fees on time. If you are unable to pay your fees, speak to your Service Manager to find a solution.



Diversity and Inclusion

There are many aspects that make us all unique and are a special part of who we are. At Blue Care, we recognise and celebrate all forms of diversity including diversity of religion, spirituality, sexuality, gender identity, culture, heritage and more. By understanding you better and what is important to you, we can better support you in a personalised way to continue to have the life experiences you want to have. Everyone is welcome at Blue Care.

We want you to feel comfortable with our staff and to be yourself at all times. We encourage you to be open and talk to us about what is meaningful to you, your preferences and anything that will make your experience with us better. The more we understand about you, the better we will be able to tailor our support to your personal, clinical, spiritual and social needs.

These are just some of the areas that we take an active role to ensure we have truly inclusive practices and environments:

Cultural, spiritual and heritage diversity

We aim to work with you to ensure we are always delivering culturally appropriate support and care. The more we understand about your background, experiences, spirituality, preferences and customs, the more we can tailor our services to deliver what you need and prefer from us.

There are certain things we will ask you about, including your language spoken at home and your background. We will also ask you about any spiritual days, events or customs that are important to you. These questions are so we can ensure we provide the best possible support to you in a way you most feel comfortable.

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

Lesbian, gay, bisexual, transgender and/or intersex (LGBTI) diversity

We recognise the unique needs and experiences that many people have had across their lives and how this has shaped them. There is no need for you to tell us about your sexual orientation or gender identity, however it does help us to get to know you better so that we can best support you and your lifestyle.

Many members of the LGBTI 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 is important to you, your preferences, and how we can best assist you. We can work with you to keep you connected with local communities or attend LGBTI events.

LGBTI inclusivity is very important to us and we are working to ensure that all of our employees have an understanding of LGBTI communities and their lived experiences. You should never feel like you need to hide of these aspects of your life from us and we would like to hear from you if there is anything you feel uncomfortable about.

If you choose to tell us about any aspects of your identity, we will ask whether you wish for it to be recorded and you can be assured this information will be treated with respect and sensitivity.



Privacy and consent

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.

Blue Care is committed to ensuring your privacy is respected at all times. We have robust systems in place to protect your rights and we limit who can access your information. You can be rest assured that we will not disclose any personal or health information without obtaining your consent.

The information we gather is used to help us determine the best possible care and assistance required, which is tailored to your individual needs and goals.

We recognise the importance of protecting this information and are committed to ensuring that all personal information we collect is handled with respect, sensitivity and confidentiality.

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

What details does Blue Care collect about me?

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 including next of kin or legal guardians
- 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.

Who else may see information about me?

With your consent, and to support your care, Blue Care 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.

This may include:

- Commonwealth Government agencies such as the Department of Veterans' Affairs, The Department of Human Services and the Department of Social Services
- Advice from lawyers or under legal authority of a Court such as a subpoena, Warrant, or through the Adult Guardian
- IT service providers or data support specialists
- Mail houses and printers who send out information on our behalf
- Authorised accreditation agencies and other aged care specialists who Blue Care engage to improve efficiency may view client records for service quality
- Research partners engaged by Blue Care to undertake research to improve the quality of our care and services (this is strictly controlled by ethical principles).

If you do not wish this to occur, you can indicate this on the consent form at any time.

Can I see what information Blue Care holds about me?

You can request access to all your personal information held by Blue Care by contacting your Blue Care team. This request will be evaluated as per the requirements and conditions of the Privacy Act 1988. 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).

We will ensure the request is handled in a timely manner.

How do I obtain further information?

For information about privacy issues associated with your care or to change your consent details, contact your local Blue Care centre.

Our Privacy Policy can be found on our website www.bluecare.org.au or please ask your Blue Care team member for a copy.

If you believe we have breached the privacy of your personal information, please speak with the Service Manager or Blue Care team member, or lodge your complaint with:

Blue Care Privacy Officer

UnitingCare
GPO Box 45, Brisbane QLD 4001
privacy@ucareqld.com.au

Alternatively, you may contact:

Office of the Australian Information Commissioner

Phone: 1300 363 992
Website: <https://www.oaic.gov.au/>

Advocacy

If you are 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. We support and respect this decision and our staff, on your request, can assist with a referral to an appropriate advocacy service.

What is an Advocate?

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

- Provide you 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 do I need to contact about advocacy?

Advocacy services are free, confidential and independent of Blue Care. The National Aged Care Advocacy line is 1800 700 600. For alternative contacts, please refer to the details outlined

National Aged Care Advocacy Line	P: 1800 700 600 W: www.opan.com.au
Aged and Disability Advocacy (ADA) Provides information, education and support to enable people to understand and exercise their rights and responsibilities when receiving aged care or community care services. ADA's services are free, confidential and client-centred.	P: 1800 818 338 (freecall) or 07 3637 6000 E: info@adaaustralia.com.au W: www.adaaustralia.com.au A: 121 Copperfield Street Geebung QLD 4034

Incident reporting, investigation and notifications

During the course of your care, Blue Care takes all necessary measures to ensure your safety and that of Blue Care team members.

All incidents involving clients are reported and investigated, and corrective measures are undertaken to prevent reoccurrence and / to eliminate the risk.

We ensure:

- all Blue Care staff are trained to identify, report and action hazards before they lead to a potential risk situation.
- all necessary steps are taken to respond to the situation including the client's immediate needs
- our staff will report the incident in a timely manner to the client and / or their family
- information reported to the client and / or their family will include the contact names and details of the staff member available to respond to any enquiries or concerns
- if further investigation is required or the incident needs to be reported to a third party Blue Care will notify the client and / or family.
- Blue Care will communicate with the client and / or family during the course of the investigation process and will advise on the outcome when the investigation has been completed.

Leave

Please notify your Coordinator or service, if you are going on holidays, into hospital or don't require care for a period for any reason.

Feedback and Complaints

We want to provide you with a positive Blue Care experience. Your feedback is very important to us. You may like the way a particular service is provided or believe we do something particularly well. Alternatively, you may be unhappy with the way a particular service is provided or believe we could do something better. We would like to hear about the Blue Care experience! Your feedback offers us the opportunity to learn more about you and how we can improve the Blue Care experience for all people accessing Blue Care services.

We are partners with you in your care. What you and your family / carer think about our services and how we can improve them is very important to us. It helps us provide the best possible care to you and others.

We want you to feel you can bring anything to our attention, no matter how large or small it is. You may like the way a particular service is provided or something we do well. Alternatively you may be unhappy with a particular aspect of your care and service, and may wish to make a complaint, raise a concern or make a suggestion for improvement.

Compliments, complaints, concerns, and suggestions offer us the opportunity to learn more about your needs and to improve the quality of care and services we provide.

From time to time, we may ask you to complete a satisfaction survey or our 'Help us to Help You - Feedback Form' as a way of checking if there are ways in which we can improve. Please be assured that when you provide information, your rights to confidentiality will be respected at all times.

What support is available?

The Australian Government has services to assist you in providing feedback or seeking help. To lodge any complaints visit <https://www.agedcarecomplaints.gov.au>.

What can you expect?

We will handle your complaint fairly and as quickly as possible. We will treat your complaint in confidence and respect your privacy.

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 would like and we will strive to provide it.

Translation Services

For translation services call the Translating and Interpreting Service (TIS) on **131 450** or **1800 550 552**.

How else can I provide feedback?

In person or by telephone:

We encourage you to speak with your Service Manager first as they are best placed to achieve a fast and suitable outcome to your satisfaction.

However, there may be some things you may not be prepared to discuss with the Service Manager or perhaps the resolution reached was not to your satisfaction. If you would like to pursue a matter further, contact:

- the General Manager of your service (refer to the Organisational Directory at the back of this book for your area's cluster office or ask your Blue Care team)
- call our Customer Service Centre on **1300 BLUE CARE (1300 258 322)**.

In writing:

You can:

- send an email, letter or fax to your Service Manager; or
- complete a 'Help Us to Help You – Feedback Form' at the back of this book and either:
 - + give it to your Blue Care team or Service Manager
 - + place it in the suggestion box at your home or
 - + post it back to us using the reply paid option.

These forms are available from your Blue Care team or from the front office at the home.

External Complaint Agencies

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

<p>The Aged Care Quality and Safety Commission</p> <p>For concerns or feedback about the quality of care or services received from aged care providers funded by the Australian Government. Concerns or feedback may relate to any care or services including personal or clinical care, choice of activities, catering, communication or the physical environment.</p>	<p>P: 1800 951 822</p> <p>W: www.agedcarequality.gov.au</p> <p>A: Aged Care Quality & Safety Commission GPO Box 9819 Your capital city and state/territory</p>
--	--

Blue Care directory

<p>Fraser Coast</p> <p>341 Bourbong St, Bundaberg QLD 4670 PO Box 3035 Bundaberg QLD 4670 P: 07 4131 8777</p>	<p>Central Queensland</p> <p>51 Corberry St, Rockhampton, QLD 4700 PO Box 1286, Rockhampton, QLD 4700 P: 07 4920 4700 F: 07 4922 6371</p>
<p>North Queensland</p> <p>5/135-141 Martyn Street Parramatta Park QLD 4870 PO Box 182, Westcourt QLD 4870 P: 07 4081 6387 F: 07 4081 6399</p>	<p>South West</p> <p>256 Stenner St, Toowoomba QLD 4350 PO Box 7294 Toowoomba South QLD 4350 P: 07 4636 9586</p>
<p>South Coast Ipswich</p> <p>Level 1/23 Main St, Varsity Lakes QLD 4227 PO Box 120 Varsity Lakes QLD 4227 P: 07 5581 3669</p>	<p>Metro South</p> <p>129 Dennis Road Springwood QLD 4127 P: 07 3290 9900</p>
<p>Pinangba</p> <p>267-277 Hartley St, Portsmith Cairns QLD 4870 PO Box 236 West Court QLD 4870 P: 07 4038 7601</p>	<p>North Coast</p> <p>Level 5, Caboolture Shopping Centre 60-78 King St, Caboolture QLD 4510 P: 07 5490 0300</p>
<p>Customer Service Centre</p> <p>P: 1300 BLUE CARE (1300 258 322)</p>	<p>Central Support (Administrative Centre)</p> <p>192 Ann Street Brisbane QLD 4000</p>

Other useful contacts

<p>Cancer Council</p>	<p>P: 13 11 20 (9am–5pm; Mon–Fri) W: www.cancer.org.au/aboutcancer</p>
<p>Carers Queensland</p> <p>Provides information and advice to carers' and their families about carer support and services.</p>	<p>P: 1800 242 636 (freecall; 9am–5pm weekdays) W: www.carersqld.asn.au</p>
<p>Department of Veterans' Affairs</p> <p>Provides support and information for veterans and their dependents, war widows / widowers. Services provided include: pensions and compensation, health care, rehabilitation, counselling services, home care assistance, subsidised loans for housing and other housing-related benefits, commemorative activities etc.</p>	<p>P: 1800 555 254 (freecall; 8am–5pm Mon-Fri) E: generalenquiries@dva.gov.au W: www.dva.gov.au</p>
<p>Elder Abuse Prevention Unit</p> <p>State-wide telephone information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person.</p>	<p>P: 1300 651 192 (cost of a local call) or 07 3867 2525 (interstate and mobile enquiries) (9am – 5pm weekdays) E: eapu@uccommunity.org.au W: www.eapu.com.au</p>
<p>My Aged Care</p> <p>A one-stop shop to help you navigate the aged care system, find information and services</p>	<p>P: 1800 200 422 W: www.myagedcare.gov.au</p>
<p>National Continence Helpline</p> <p>For information about residential and community care services available in your area.</p>	<p>P: 1800 330 066 E: helpline@continence.org.au W: www.continence.org.au</p>
<p>National Dementia Helpline (Alzheimer's Australia)</p> <p>The National Dementia Helpline is a telephone information and support service available across Australia. The Helpline is for people with dementia, their carers, families and friends, as well as people concerned about memory loss.</p>	<p>P: 1800 100 500 (9am to 5pm) E: helpline.qld@alzheimers.org.au W: www.fightdementia.org.au/services/</p>
<p>PalAssist</p> <p>Provides a 24-hour telephone and online service for palliative care patients, carers, family and friends seeking practical information and emotional support</p>	<p>P: 1800 772 273 (24 hr helpline) W: www.palassist.org.au</p>

Seniors Enquiry Line

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

P: 1300 135 500

W: www.seniorsenquiryline.com.au

Help us to help you Feedback Form

If required please complete the feedback form and either:

- give it to your Blue Care team or Service Manager
- place it in the suggestion box at your home or
- post it back to us using the reply paid option.

These forms are also available from your Blue Care team or from the front office at the home.



Help us to help you - Feedback form

What is your compliment, comment, complaint or suggestion (please ask for assistance if required)?

.....

.....

.....

.....

.....

.....

What would you like to happen?

.....

.....

.....

.....

.....

If there is not enough space here please feel free to add more comments on a separate sheet.

Date:

Blue Care service:.....

Your relationship to Blue Care:
(e.g. client, relative, carer, referral agency, supplier)

If you wish to remain anonymous or do not want to be contacted with progress reports about your comments leave the "Name" and "Address" section below blank.

Name: Title First Name Surname

Address:

Postcode:

Phone:

Email:.....

To return this form cut along dotted line, fold and secure for post.


apply glue here

fold here

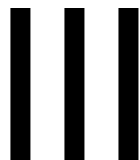
apply glue here

fold here

Delivery Address:
GPO Box 1265
BRISBANE QLD 4001

Your stamp will save us postage 

No stamp required if posted in Australia



Blue Care Customer Service Centre
Reply Paid 86734
BRISBANE QLD 4001

Notes

Lined area for writing notes, consisting of 20 horizontal dotted lines.



1300 BLUECARE
1300 258 322
bluecare.org.au