



# Welcome to Blue Care

Important information about your home care  
and community support

Proudly part of



# Contents

<a href="#">Welcome to Blue Care</a>	<a href="#">3</a>	<a href="#">Advanced care planning</a>	<a href="#">20</a>
<a href="#">About us</a>	<a href="#">4</a>	<a href="#">Preparing for natural disasters</a>	<a href="#">20</a>
<a href="#">Our services</a>	<a href="#">5</a>	<a href="#">Advocacy</a>	<a href="#">22</a>
<a href="#">Service pricing and costs</a>	<a href="#">6</a>	<a href="#">Incident reporting, investigations and notifications</a>	<a href="#">23</a>
<a href="#">Charter of Aged Care Rights</a>	<a href="#">8</a>	<a href="#">Feedback and complaints</a>	<a href="#">24</a>
<a href="#">Your responsibilities</a>	<a href="#">9</a>	<a href="#">Blue Care directory</a>	<a href="#">26</a>
<a href="#">Diversity and inclusion</a>	<a href="#">11</a>	<a href="#">Other useful contacts</a>	<a href="#">26</a>
<a href="#">Infection prevention and control</a>	<a href="#">12</a>	<a href="#">Feedback form</a>	<a href="#">29</a>
<a href="#">Privacy and consent</a>	<a href="#">13</a>		
<a href="#">Privacy Policy</a>	<a href="#">15</a>		



# Welcome to Blue Care

**Independence, freedom and maintaining relationships are important to all of us. That's 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'll make sure we get to know you and your personal needs as best we can. We'll support and treat you with respect throughout.

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

Our services are based on your unique needs, choices and interests. From nurses to personal carers, we have a team of dedicated professionals who are passionate about providing you personalised support that suits you and your lifestyle.

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

## **Within this book you'll find information on:**

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

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

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

**Name of your local Blue Care service:**

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**Phone number:**

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# About us

**Our story began from one person’s genuine desire to serve Queenslanders and improve the lives of those in need of care. Today, our people make more than three million visits to Queenslanders each year, providing the same holistic care, service and companionship that’s been our hallmark since the very beginning.**

For us, care is about putting our customers and their loved ones first. Working together to design and deliver the support they need while being a trusted advisor at the moments that matter. And ultimately, empowering our communities to live rich and full lives wherever they are in Queensland.

## 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 leading through learning.

## Care tailored to you

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

We recognise and respect you as an individual. It’s from this philosophy that our Blue Care Tailor Made approach was born.

Blue Care Tailor Made guides the way we work with you in choosing the services that suit your needs and goals. It recognises:

- Everyone's 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 services

**Whether you require long-term care or just until you're back on your feet, we're here for you. Our experienced team will work with you, your family or carer to develop a personalised care plan suited to your exact needs and lifestyle goals.**

### **We offer a wide range of services including:**

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

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

## 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. We welcome regular visits from the Australian Aged Care Quality and Safety Commission. If you'd like further information about the accreditation process, please contact us.

## How Blue Care services can assist you

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

### **We work with you to:**

- Design services to suit your individual needs
- Develop collaboratively a Care Plan that meets your needs, goals and preferences
- 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](http://bluecare.org.au) or call our Customer Service Centre on 1300 BLUECARE (1300 258 322).



# Service pricing and costs

**The services you receive from us can be funded in many different ways, and all clients are required to contribute to the cost of their care. Here's an outline of how costs are determined and how they are paid.**

The Australian 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 for your services.

Both Blue Care 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 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 charges, and a schedule of fees based on your needs, please contact our Customer Service Centre.

## What if I'm unable to pay?

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

hardship, you can discuss with the Blue Care Finance team on 1800 708 061 and select option 5 when prompted.

## How do I pay fees?

You can pay your fees by direct debit, cheque, credit card or via Australia Post. For general information about fee payment, please contact our Customer Service Centre.

All payment options are explained at [bluecare.org.au/pay-may-account](http://bluecare.org.au/pay-may-account)

## Will my fees change in the future?

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

## Can I give my Blue Care team member a gift?

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





# Charter of Aged Care Rights

**Your safety, wellbeing, human and legal rights are very important to us. They are outlined in the Australian Government's Charter of Rights – a copy of which 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 the 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.



# Your responsibilities

**As a valued Blue Care client, 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. For example, if you are receiving services in your home, keep pets away from staff members and do not smoke near staff.

## **Assist us by providing relevant information**

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

## **Pay agreed 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 Blue Care Finance team member on 1800 708 061 (select option 5) who will work with you to help find a solution.





# 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.**

By understanding what's important to you, we can better support you in a personalised way to continue to have the life experiences you want to have. 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's meaningful to you, your preferences and anything that will make your experience with us better. Everyone is welcome at Blue Care.

These are just some of the areas where 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 deliver 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.

So you receive the best possible support from us in a way you most feel comfortable, there are certain things we'll ask you about. These include the language you speak at home and your background. We'll also ask you about any spiritual days, events or customs that are important to you.

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. 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 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's 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're 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 aspects of your life from us, and we'd like to hear from you if there's anything you feel uncomfortable about.

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



# Infection prevention and control

**Infections can spread in any environment with common infections including the common cold, influenza 'flu', COVID-19 and Norovirus, rotavirus ('gastro'). Infection prevention and control is essential in helping to ensure that everyone is protected and safe and involves practices that help to stop the spread of infection.**

## **These 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 re-usable equipment.

To help keep everyone safe, we encourage that you report any acute respiratory infections, gastrointestinal symptoms, bacterial infections or rashes either yourself or anyone residing in the home may be experiencing. Please ensure this is reported prior to a home visit by our staff so that we can assess the necessary infection control precautions required.



# 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. We are committed to ensuring your privacy is respected at all times.**

To protect your rights, we have robust systems in place, 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.

Also, 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.

## Details 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.

## Sharing your information

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.

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 we engage to improve efficiency may view client records for service quality
- Research partners we engage 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.

### Accessing the information we hold about you

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.

### More 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 at [www.bluecare.org.au](http://www.bluecare.org.au) or you can ask your Blue Care team member for a copy.

If you believe we've 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](mailto:privacy@ucareqld.com.au)

Alternatively, you may contact:

Office of the Australian Information  
 Commissioner  
 Phone: 1300 363 992  
 Website: [www.oaic.gov.au](http://www.oaic.gov.au)





# Privacy Policy

**Blue Care is an agency of UnitingCare Queensland. The UnitingCare Queensland privacy policy explains the how, what, when and why of the Personal and Sensitive Information (which includes Health Information), we collect, hold, use and disclose when you interact with our services. We take your privacy seriously, and are committed to treating your Personal Information in accordance with the Privacy Act 1988 (Cth) (the Act) and other relevant State and Territory laws that govern the use of Personal Information.**

## Definitions

**Us and You:** When we say 'us', 'we' or 'our' in this statement, we mean UnitingCare Queensland and our services. When we say 'you' or 'your', we're referring to the person or entity that is using our services, engaging with our services, or visiting our websites.

**Privacy Statement:** Our privacy policy, written in accordance with the Act, details the ways we collect, use, disclose and manage Personal Information.

**Personal information:** Information or opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether the information or opinion is recorded in a material form or not. Examples of Personal Information are your name and address, your signature and your date of birth.

**Sensitive information:** Is a subset of Personal Information, attracting a higher level of protection under the Act. It includes health, genetic and biometric information as well as information about race or ethnic origin, political opinions, membership of political parties, sexual orientation and criminal record.

**Health information:** Is information or an opinion about an individual's physical or mental

health or disability, health preferences including future provision of health services, use of health services, bodily donations (eg. blood, organs) and genetics.

## About us

We have supported Queensland communities for over 100 years and we provide a range of health, aged care, disability and community services to thousands of people every day. We have over 15,000 staff and 9,000 volunteers who care for, and support people from all walks of life, including older people, people with a disability, children, families and Indigenous people.

## Your information

### 1. Why We Collect Information

We collect Personal Information so that we can provide you with the best and most suitable service possible including health, aged and community care services. We only collect Personal Information necessary for our functions and activities. It helps us to run our business efficiently and effectively and when you provide the most accurate and complete information, you get the best possible service from us.

## 2. Kinds of Information We Collect

The types and forms of Personal Information that we collect from you will depend on your relationship with us, the nature of the service we are providing or activity you are involved in, and the legal obligations we may have.

Information we collect may include:

- Name
- Date of birth
- Occupation
- Details of treating practitioners including General Practitioner
- Medical history, test results, diagnosis and treatments
- Telephone numbers
- Banking details to enable the processing of your account
- Police checks
- Blue cards
- Pension or other concession details
- Medicare number, Health Fund details
- Names and telephone numbers of persons to contact in an emergency
- Address (postal and email)
- Gift and donation amounts

At times we are required to collect government identifiers such as Medicare, Pension or Veteran's Affairs numbers. We will only use or disclose this information in accordance with the Act.

If you're applying for employment with us, Personal Information will be collected in relation to your application.

## 3. Information Collected by Our Websites

When you visit one of our websites, we do not try to identify you or collect Personal Information. However, you might choose to provide your Personal Information when you complete an online form or make an enquiry via the 'contact us' page.

Our websites take every precaution to protect Personal Information collected and measures are in place to protect the loss, misuse and alteration of this information (see the Security section of this policy).

To help us keep our websites working optimally, our sites may collect statistics about visits, such as how many people visit our sites, the user's IP address, which pages people visit, the domains our visitors come from and which browsers they use. This information will not be used to identify you.

### Cookies

Our websites may collect 'cookies' when you access them. Cookies identify your IP address and browser type, but not your Personal Information. Whilst cookies enable better website functionality, you can choose to reject them if you wish.

### Third Party Links

Our websites may contain links to other websites that are not ours. These sites are not subject to our privacy policy, and we are not responsible for the content of these websites or the privacy practices of these sites.

### Law Enforcement

It is also important to know that we may, at times, be obliged by law to allow law enforcement agencies and other government agencies with relevant authority, to inspect our IP logs.

## 4. How We Collect Your Information

In most cases, we collect your Personal and Sensitive Information from you directly (unless you are unable to provide the information). For example, we collect this from you when you provide the following:

- Admission forms.
- Administration and financial forms.
- Employment applications for an advertised role.

- Personal and Sensitive Information provided in person or over the telephone.
- When a complaint is lodged with us.

We endeavour to gain your consent when collecting your Personal Information. This may happen before, during or after the process. Once you have provided your consent, you are able to withdraw it at any time by contacting us. However, please understand that by withdrawing your consent, we may not be able to provide you with the services you require.

If we are unable to collect Personal Information from you directly, we may obtain further information from a third party, such as:

- An authorised representative (e.g. your legal adviser).
- A health service provider (e.g. order prosthetics).
- A family member (e.g. a complaint).
- Other sources where necessary to provide services.

## 5. Anonymity

If you choose, you can deal with us anonymously or use a pseudonym (as long as that does not contravene legal requirements). However, in order for us to provide you with the best service, we will need to know your personal details. That way we will be able to work with other providers and apply relevant concessions such as Insurance Funds, Pharmaceutical Benefits etc.

## 6. How We Use and Disclose Your Information

We use and disclose your Personal Information for the purpose for which we have collected it. There are various exceptions to this:

- You have consented to the use of your Personal Information for another purpose.
- Your Personal Information is used or disclosed for another related purpose.

- In relation to your Sensitive Information, the other purpose is directly related to the reason why it was collected.
- We are required or authorised by law to disclose your information for another purpose.
- The use or disclosure is otherwise permitted by the Act.

Here are some examples of how your Personal Information may be used and disclosed:

- Enabling better co-ordination between us and other providers involved in your care and treatment.
- Providing information to a responsible person (e.g. a parent, guardian, spouse) if you are incapable or cannot communicate, unless you have requested that we do not disclose your health information.
- Management, funding, service monitoring, planning, evaluation and complaint handling, insurer or legal services.
- Quality assurance processes, accreditation, audits, risk, client/patient satisfaction surveys and staff education and training.
- Invoicing, billing and account management.
- Undertaking customer surveys, customer and market research and analysis.
- Compiling or analysing statistics relevant to public health and safety e.g. reporting a notifiable disease.
- Provision of reminders for appointments or follow-up care.
- Letting you know about support services options available to assist you.
- Inviting you to participate in events and fundraising.
- Inclusion in research undertaken by us. (Use of your Personal Information for health related research is subject to approval by our Human Research Ethics Committee which is governed by National Health and Medical Research Council Guidelines).

## 7. Marketing and Fundraising

We are an organisation focused on community outcomes. We strive to continually improve and offer the best and most relevant services and support to you and the communities we serve. When you become a customer of ours, we may use your Personal Information for direct marketing or fundraising purposes, in accordance with the Act. This means from time to time we may contact you with marketing or fundraising materials either by mail, SMS, telephone, targeted online advertising or online behavioural marketing. Of course, you can request not to receive marketing and/or fundraising communications at any time, and we will stop contacting you in this way.

## 8. Unsolicited Information

If we receive unsolicited Personal Information, we will make an assessment as to whether we could have collected the Personal Information from you ourselves. If we could not, we will destroy it or de-identify it as soon as it is lawfully and reasonably possible to do so. This can be affected by the options available to us and the resources and costs of taking such action.

## 9. Accessing and Correction of Your Information

If you would like to see your information that we hold, you can ask us by writing to the relevant service. These requests can be limited by exceptions permitted by law, and you may be charged a reasonable fee for us providing this information. We will let you know the fee when you submit your request.

We always aim to keep the most accurate, complete, up-to-date and relevant Personal Information. However, if you seek correction of any Personal Information that we hold, please contact us by applying in writing to the relevant service. If we cannot change your information we will let you know why. There is no charge for requesting the correction of your Personal Information.

## Other times and ways we collect, use and disclose information

**Contractors:** When we outsource services or hire contractors to perform professional services, they are required to comply with the requirements of the Act, other relevant legislation and our Privacy Policy.

**Pastoral Care:** We may provide your Personal Information to our Pastoral Care Team and Chaplains accredited by our services to offer pastoral care while you are receiving services from us.

**Automatic licence plate recognition:** Licence plate recognition technology may be used at our facilities. This technology captures a photographic image of your vehicle licence plate to record your entry time and calculate your parking fee.

**Closed Circuit Television Surveillance (CCTV):** We use CCTV to maintain the safety and security of customers, visitors, staff and property. These systems may but not always, collect and store Personal Information.

**Job Applications:** An applicants' Personal Information is only collected to help us assess (and if successful) engage the applicant. This information is then held to satisfying legal obligations, and is used to manage the individual's employment, insurance, and contact information. We may store information about an unsuccessful applicant for the purpose of future recruitment.

**Employee Information:** Employment records are managed in accordance with workplace laws and not privacy legislation. Records of current and past employees which are directly related to the employment relationship are exempt from the application of the Act.

**Volunteer Records:** Records of Personal Information collected and held by us in relation to our volunteers will be managed in accordance with the Act.

## Security

### 1. Security

Security is a high priority for us. We have strong policies and procedures in place, and we take all reasonable steps to keep Personal Information you provide us secure and protected from misuse, interference and loss, as well as unauthorised access, modification or disclosure. Our security measures include but are not limited to:

Educating our staff and clients about their obligations to your Personal Information.

Requiring our staff to use passwords when accessing our systems.

Employing firewalls, intrusion detection systems and virus scanning tools to protect against unauthorised persons and viruses entering our systems.

Using dedicated secure networks or encryptions when we transmit electronic data.

Providing secure storage for physical records.

When information we hold is identified as no longer needed for any purpose, we ensure it is effectively and securely destroyed or deleted.

### 2. Overseas Disclosure

If we disclose Personal Information to an overseas recipient, we will only do so in circumstances where we comply with the Act.

### 3. Use of cloud-based storage

In the course of managing our services, we use cloud technology for the purpose of storing our information. All contracts with service providers limit their handling of Personal Information to only what is required. There are also strict security measures in place.

## Legislation

The Act protects Personal Information that is held by relevant organisations. It regulates how we may collect, use, disclose and store Personal Information including, sensitive information, and how you may access and correct your Personal Information that we hold. This statement does not apply to Personal Information collected by us that is exempted under the Act.

## Questions or concerns

If you have any questions or concerns, would like to correct your Personal Information or you wish to make a complaint about a breach of the Act at any time, please get in touch. We take your privacy very seriously, so we are always ready to listen. If you are not happy with the way we collect, use, hold or disclose your information you are welcome to lodge a complaint.

To do so, please contact:

UnitingCare Queensland, Level 5,  
192 Ann Street, Brisbane 4000

Postal: GPO Box 45  
Brisbane Qld 4001

Telephone: 07 3253 4000

Email: [privacy@ucareqld.com.au](mailto:privacy@ucareqld.com.au)

## Policy statement currency

This Privacy Policy Statement may be updated from time to time.

Privacy Act 1988 (Cth)



# Advance care planning

**Advance Care Planning relates to health care you would or would not like to receive if you were to become seriously ill or injured and are unable to communicate your preferences or make decisions.**

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

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

## **Need assistance with advance care planning?**

The Office of Advance Care Planning is funded by the Queensland Department of Health and can provide assistance with advance care planning information and resources for patients, carers, family members and health professionals. Further information is available online at 'My Care, My Choices Advance Care Planning' [www.mycaremychoices.com.au](http://www.mycaremychoices.com.au)

# Preparing for natural disasters

**Natural disasters in Australia can include heatwaves, bushfires, floods, storms, cyclones and earthquakes. Heatwaves are Australia's deadliest natural disaster as humidity makes it harder to stay cool and extreme heat worsens other medical conditions.**

By preparing for these events and any natural hazards that come with them; you can help to reduce the risk and increase your safety in such emergencies. Being prepared helps people to respond better and recover faster.

To support this, Blue Care can assist you to prepare for such emergencies by having all of your important details together in the one place so you can get it quickly and easily if you need to. Our staff will offer information to you

regarding completion of an Emergency Plan. In this plan you can include information about the care you receive, your support network, and important numbers to call in the event of an emergency. Your Plan can help you to act together with your support network before, during, and after an emergency or disaster. Further information on natural disasters and emergency preparation is available online at 'Get Ready Qld' [www.getreadyqld.gov.au](http://www.getreadyqld.gov.au)





# 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. 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. They may 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 to contact about advocacy

Advocacy services are free, confidential and independent of Blue Care. Older Persons Advocacy Network line is 1800 700 600. For alternative contacts, please refer to the details outlined below.

<p><b>Older Persons Advocacy Network Line</b></p>	<p><b>T:</b> 1800 700 600</p> <p><b>W:</b> <a href="http://www.opan.com.au">www.opan.com.au</a></p>
<p><b>Aged and Disability Advocacy Australia (ADA Australia)</b></p> <p>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 Australia's services are free, confidential and client-centred.</p>	<p><b>T:</b> 1800 818 338 (freecall) or 07 3637 6000</p> <p><b>E:</b> <a href="mailto:info@adaaustralia.com.au">info@adaaustralia.com.au</a></p> <p><b>W:</b> <a href="http://www.adaaustralia.com.au">www.adaaustralia.com.au</a></p> <p><b>A:</b> 121 Copperfield Street, Geebung QLD 4034</p>

# Incident reporting, investigation and notifications

**Throughout your care, we take all necessary measures to ensure you and our staff remain safe. All incidents involving clients are reported and investigated, and corrective measures are undertaken to prevent reoccurrence and to eliminate the risk.**

We ensure:

- All our 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, we will notify the client and/or family.
- We 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**

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





# Feedback and complaints

**Your feedback is very important to us, as well as providing you with a positive Blue Care experience.**

You may like the way a particular service is provided or believe we do something particularly well. Or you may be unhappy with an aspect of your care or service and may wish to make a complaint, raise a concern or make a suggestion for improvement. Whatever it is, we want to hear from you. We are partners with you in your care. What you and your family/carer think about our services is very important as it offers us the opportunity to learn more about your needs and helps us to improve the quality of care and services we provide.

From time to time, we may ask you to complete a satisfaction survey or a 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 [www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au).

## **What can you expect?**

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

## Translation services

If you require translation services, phone the Translating and Interpreting Service (TIS) on 131 450 or 1800 550 552.

## How else can you provide feedback?

### In person or by telephone

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 contact:

- The General Manager of your service (refer to the Organisational Directory at the back of this book for your area's regional office or ask your Blue Care team)
- 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
- Provide feedback on our website at <https://www.bluecare.org.au/about-us/feedback-and-complaints> or
- Complete the feedback form at the back of this book and either:
  - Provide it to your Blue Care team or Service Manager
  - Place it in the suggestion box at your Blue Care site, 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 of Blue Care sites.

## External complaint agencies

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.

### The Aged Care Quality and Safety Commission

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.

**T:** 1800 951 822  
**W:** [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)  
**A:** Aged Care Quality and Safety Commission  
GPO Box 9819  
Queensland

### Department of Communities, Disability Services and Seniors

**T:** 1800 491 467  
**W:** [www.communities.qld.gov.au](http://www.communities.qld.gov.au)  
**A:** Complaints Unit  
Department of Communities,  
Disability Services and Seniors  
GPO Box 806, Brisbane Qld 4001  
**E:** [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)

# Blue Care directory

<b>Regional &amp; Remote North</b>	<p><b>A:</b> 489 Bayswater Rd, Mount Louisa Qld 4814</p> <p><b>T:</b> 07 4758 7100</p>
<b>Regional &amp; Remote South</b>	<p><b>A:</b> 256 Stenner St, Toowoomba Qld 4350 PO Box 7294, Toowoomba South Qld 4350</p> <p><b>T:</b> 07 4636 9586</p>
<b>SEQ North</b>	<p><b>A:</b> Shop 100, Level 5 Caboolture Square Shopping Centre, 60-78 King Street, Caboolture Qld 4510</p> <p><b>T:</b> 07 5490 0300</p>
<b>SEQ South</b>	<p><b>A:</b> Elanora House 1 Pines Lane, Elanora 4221</p> <p><b>T:</b> 07 5581 3669</p>
<b>Pinangba</b>	<p><b>A:</b> 267 - 277 Hartley Street, Portsmith Qld 4870 PO Box 236, West Court Qld 4870</p> <p><b>T:</b> 07 4038 7601</p>
<b>Customer Service Centre</b>	<p><b>T:</b> 1300 BLUE CARE (1300 258 322)</p>
<b>Central Support</b>	<p><b>A:</b> 192 Ann Street, Brisbane Qld 4000 GPO Box 1265, Brisbane Qld 4001</p> <p><b>T:</b> 07 3253 4000</p>

## Other useful contacts

<p><b>My Aged Care</b></p> <p>A one stop shop to help you navigate the aged care system and find information, services, and facilities.</p>	<p><b>T:</b> 1800 200 422</p> <p><b>W:</b> <a href="http://www.myagedcare.gov.au">www.myagedcare.gov.au</a></p>
<p><b>Cancer Council Helpline</b></p>	<p><b>T:</b> 13 11 20 (9am–5pm Monday–Friday)</p> <p><b>W:</b> <a href="http://www.cancerqld.org.au">www.cancerqld.org.au</a></p>
<p><b>National Continence Helpline</b></p> <p>Provides information, education and advice to callers with incontinence or who are caring for someone with incontinence.</p>	<p><b>T:</b> 1800 330 066 (freecall, 8am–8pm Monday–Friday)</p> <p><b>E:</b> <a href="mailto:helpline@continence.org.au">helpline@continence.org.au</a></p> <p><b>W:</b> <a href="http://www.continence.org.au">www.continence.org.au</a></p>
<p><b>PalAssist - Palliative Care Support and Advice</b></p> <p>Provides no-cost 24/7 telephone and online service for palliative care patients, carers, family and friends seeking practical information and emotional support.</p>	<p><b>T:</b> 1800 772 273 (24 hr helpline)</p> <p><b>E:</b> <a href="mailto:info@palassist.org.au">info@palassist.org.au</a></p> <p><b>W:</b> <a href="http://www.palassist.org.au">www.palassist.org.au</a></p>

<p><b>Seniors Enquiry Line</b></p> <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><b>T:</b> 1300 135 500 (9am–5pm Monday–Friday)</p> <p><b>E:</b> <a href="mailto:sel@ucommunity.org.au">sel@ucommunity.org.au</a></p> <p><b>A:</b> PO Box 2376 Chermside QLD 4032</p>
<p><b>Elder Abuse Prevention Unit</b></p> <p>State-wide telephone information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person.</p>	<p><b>T:</b> 1300 651 192 (cost of a local call) or 07 3867 2525 (interstate and mobile enquiries) (9am–5pm Monday–Friday)</p> <p><b>E:</b> <a href="mailto:eapu@ucommunity.org.au">eapu@ucommunity.org.au</a></p>
<p><b>Office of Advance Care Planning</b></p> <p>The Statewide Office of Advance Care Planning is a statewide service (funded by Queensland Health) that helps to promote the important processes of advance care planning.</p>	<p><b>T:</b> 1300 007 227</p> <p><b>F:</b> 1300 008 227</p> <p><b>E:</b> <a href="mailto:acp@health.qld.gov.au">acp@health.qld.gov.au</a></p> <p><b>W:</b> <a href="http://www.metrosouth.health.qld.gov.au/acp">www.metrosouth.health.qld.gov.au/acp</a></p>
<p><b>Carer Gateway</b></p> <p>Carer Gateway is an Australian Government program providing free services and support for carers.</p> <p>If you care for a family member or friend with disability, a medical condition, mental illness, or who is frail due to age, then Carer Gateway can help you.</p>	<p><b>T:</b> 1800 422 737 (8am–5pm Monday–Friday)</p> <p><b>W:</b> <a href="http://www.carergateway.gov.au/">www.carergateway.gov.au/</a></p>
<p><b>Disability Gateway</b></p> <p>The Disability Gateway will assist all people with disability, their families and carers to locate and access services across Australia.</p>	<p><b>T:</b> 1800 643 787 (8am–8pm Monday–Friday)</p> <p><b>E:</b> <a href="mailto:disabilitygateway@benevolent.org.au">disabilitygateway@benevolent.org.au</a></p> <p><b>W:</b> <a href="http://www.disabilitygateway.gov.au">www.disabilitygateway.gov.au</a></p>
<p><b>National Dementia Helpline</b></p> <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><b>T:</b> Free call: 1800 100 500 (operates 24 hours a day, seven days a week, 365 days a year)</p> <p><b>E:</b> <a href="mailto:helpline@dementia.org.au">helpline@dementia.org.au</a></p> <p><b>W:</b> <a href="http://www.dementia.org.au/helpline">www.dementia.org.au/helpline</a> Webchat: <a href="http://www.dementia.org.au/helpline/helpline-webchat">www.dementia.org.au/helpline/helpline-webchat</a></p>
<p><b>Department of Veterans’ Affairs</b></p> <p>We support those who serve or have served in the defence of our nation and commemorate their service and sacrifice.</p>	<p><b>T:</b> 1800 VETERAN (1800 838 372) (8am–5pm Monday–Friday)</p> <p><b>A:</b> Department of Veterans’ Affairs GPO Box 9998 Brisbane QLD 4001</p> <p><b>E:</b> <a href="mailto:GeneralEnquiries@dva.gov.au">GeneralEnquiries@dva.gov.au</a></p> <p><b>W:</b> <a href="http://www.dva.gov.au">www.dva.gov.au</a></p>
<p><b>National Debt Hotline</b></p> <p>Call the National Debt Helpline for free and confidential advice from professional financial counsellors.</p>	<p><b>T:</b> 1800 007 007 (9.30am–4.30pm Monday–Friday)</p> <p><b>W:</b> <a href="http://www.ndh.org.au">www.ndh.org.au</a></p>

# Feedback form

If required, please complete the feedback form and either:

- Provide it to your Blue Care team or Service Manager
- Place it in the suggestion box at your Blue Care site
- 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 Blue Care facilities.





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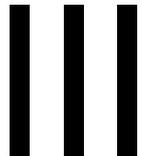
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**Delivery Address:**  
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BRISBANE QLD 4001

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1300 258 322

**[bluecare.org.au](http://bluecare.org.au)**

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