

ABOUT BLUE CARE



Residential and Community Care Services

Residential aged care - In-home care
Retirement living - Nursing care - Personal care
Social support - Allied health - Respite care



About Blue Care



About Blue Care

When planning for your care needs or a loved one's, plan with Blue Care.

Blue Care is uniquely positioned as one of Australia's leading residential aged and community care 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 and northern New South Wales.

If you live in your own home or are looking for residential care or a retirement village for a family member and you expect the very best for those who matter to you most, we invite you to experience the Blue Care difference.

Our People

Our people are our strength. Blue Care's 11,000 strong team live and work in your community, and draw on extensive knowledge and experience gained from over 60 years of delivering an exceptional level of care and supportive services. They partner with more than 13,000 people every day so we appreciate that every person's needs are different and each journey is different to someone else's.

Blue Care's team support you through tailored care delivered by highly experienced professionals using the latest research and technology. 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 be long term care or just until you're back on your feet again.

Why choose Blue Care?

At Blue Care, we are passionate about offering a personalised care 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.

Our comprehensive and compassionate care service extends to individuals living within their homes or within Blue Care's residential aged care or retirement living communities.

About Blue Care



We deliver high quality care to people of all ages and support needs. Whether it is long term or just until you are up on your feet again, we support older people, people with a disability, patients discharged from hospital or following a visit to their GP, as well as individuals and carers in need of support and education.

The support and care services provided by Blue Care incorporate the latest advances in telehealth technology and care models to ensure you receive the best possible care, whatever your circumstances.

Blue Care is committed to making our clients and their families feel at ease and cared for at every step of the journey. We have more options available than you can imagine. That's the Blue Care difference.

Our Services

Individualised services and support

The Blue Care team consider the needs and circumstances of each person and develop a program of care that helps them become as independent as possible. It's what makes us so unique and one of Australia's leading care providers

Our professional and compassionate team provide the best standard of care and support for people across all stages of life's journey. We listen to the needs of each person and tailor our services to meet their unique needs and circumstances.

Blue Care provides services in:

- Community care – in your home or at one of our centres
- Residential aged care
- Seniors' Housing

Our services include:

- Carers support
- Chronic disease management
- Continence management / care
- Customer enquiries and admissions
- Dementia management / care
- Disability services
- Diabetes management
- Dieticians or Dietetics and Nutrition
- Diversional therapy
- Education programs
- Exercise physiology
- Home Care Packages

Our Services

- Home maintenance / modifications
- Housework
- Independent retirement living
- Indigenous Services
- Meals
- Medication management
- Medication monitoring
- Men's group
- Multicultural services
- Music therapy
- Nursing Care - general
- Nursing Care - post acute
- Occupational therapy
- Palliative care
- Personal hygiene and grooming
- Physiotherapy
- Podiatry
- Psychology
- Residential aged care
- Residential dementia care/memory support
- Residential respite care
- Respite - in our aged care residences
- Respite - in our centres
- Respite - in your home
- Social activities – individual and group
- Social work
- Speech pathology
- Spiritual and Pastoral Care
- Transport
- Volunteering
- Wound care management



Blue Care makes every effort to meet each person's individual needs. If something is not listed, please call our Customer Service team on 1300 258 322 to discuss your individual needs.

Community Care

At Blue Care, our reputation is built in the communities we serve. For over 60 years our dedicated and compassionate team has been working in local communities, giving a helping hand to those who need it the most.

Blue Care's strong community presence means that there is always a member of our team on hand to assist you, regardless of your circumstances or situation.

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 again.

Our community care services include:

- In-home services, including nursing, personal care and domestic assistance
- Respite care
- Allied health services including physiotherapy, occupational therapy and speech pathology
- Specialist nursing services, including palliative care, continence advisory and wound care
- Chronic disease management
- Spiritual and pastoral care.

Respite options

Our respite services are tailored to offer additional support to carers and those requiring care when it is needed the most. Have peace of mind that the person you care for is being supported by some of Australia's leading respite care professionals in their own homes, or at any one of Blue Care's safe and secure care facilities.

Respite services offer exciting and friendly social and recreational activities either:

- In-home: Focusing on lifestyle activities, Blue Care can assist with light household duties, personal grooming, shopping and meal preparation as well as assisting clients to participate in activities.
- Centre-based: Our respite centres offer a caring and friendly environment for people to participate in day programs that may include excursions, outdoor or indoor activities, or holiday programs.

- Emergency overnight respite: Some of our centres offer emergency respite for those that may require short-term assistance; especially for carers who may need Blue Care to help care for someone in an emergency situation.
- Blue Care offers respite and after hospital care in some of our comfortable and well-appointed aged care residences. Residential respite care provides a client with the opportunity to recuperate and rest and provides the carer/family with a well-earned break or the opportunity to go on a holiday.

Allied health and support services

Blue Care's allied health and support services put you back on the path to good health and independence.

Our comprehensive allied health services, disease prevention and control programs help support you or your loved ones transition to independent living.

Some of our programs and services include:

- Physiotherapy
- Occupational therapy
- Music therapy
- Speech pathology
- Podiatry
- Dietetics
- Social work.

Our Services

We have a range of education programs for people of all ages and their carers to assist in managing wellbeing and health. Our compassionate and experienced team can also provide advice on aids and home modifications.

Life's hurdles don't need to be faced on your own. Blue Care can be there to put your mind at ease and help you get back to being all you can be.

Disability service options

Blue Care offers services to people of all ages, and we have many specialist services for younger people with a disability.

Services may include:

- Community access
- Drop-in centres
- In-home respite, centre-based respite, school holiday camps and activities
- Emergency respite
- Social clubs
- Transition programs, for example to assist individuals to move from school to adult life, maintaining social networks.

Spiritual and pastoral care

We have Ministers of Religion and other appropriately qualified staff who can provide clients and their families with pastoral support, spiritual care, counselling, bereavement support, education, and advocacy. We also enable liaison with all Christian denominations and other spiritual groups.



What to expect to pay

Blue Care discusses all costs with the client during our consultations and upon admission. Our services are subsidised by the Australian and State Governments. However, the Government has introduced co-payments for those who have the means to contribute to their care.

Clients will be asked to pay for the cost of medical supplies, equipment or excursion costs.

As a mission-based organisation, we provide a number of payment options to our clients and Blue Care's friendly customer service team can explain all options available.

Residential Aged Care

Blue Care's residential aged care makes you feel right at home, so you can continue life's journey with clarity and peace of mind. We provide service and personal assistance for a range of needs.

As one of Australia's leading providers of residential aged care, Blue Care offers comfortable, high-quality residences and a flexible care service shaped around your individual needs and lifestyle preferences.

When someone joins a Blue Care community, they feel right at home knowing that the Blue Care team is there to help every step of the way. You can rest assured that our specialist caregivers work around the clock to meet the personal needs of you or your loved one.

All of our residences offer secure and comfortable rooms, highly experienced and caring staff, delicious home-style meals, a social program featuring excursions and entertainment, and support services for your individual needs.

With over 50 aged care residences across Queensland and northern New South Wales, you can gain the confidence of knowing your new home is close to family, friends and social groups.



Accessing Blue Care Services

I would like to use a Blue Care Service. What do I do now?

Either clients, carers or a medical professional can call the Blue Care Customer Service Team on 1300 258 322, and our friendly team will assist you with any enquiries you may have and find a service close to you. They have extensive experience in community and aged care, and can answer your questions.

Helping Blue Care

How can I help Blue Care?

Blue Care is passionate about offering flexible care services that reflect the choices, needs and interests of clients. This allows them as much freedom and independence as possible. With the valuable support of the community, we are able to provide high quality care and peace of mind to our clients, their families and communities.

Although much of the work we do at Blue Care is made possible through government funding and client contributions, we rely on additional support in order to deliver the services that do not receive any, or are only partly funded.

Making a donation

Much of our fundraising comes from generous individuals and community groups who donate their time or money. To maintain our high quality of care, it is vital for us to run fundraising and support programs. Tax-deductible, online donations are another way of enabling us to continue delivering a high quality of care.

Each donor is treated with confidentiality and we have strict policies in place to ensure details remain private. We are grateful for all the support we receive and will never ask our supporters for more assistance than they are able to offer. All donations of \$2 or more are tax deductible.

Volunteer with us

We are extremely fortunate to have the support of more than 2,200 volunteers who generously donate their time and talents to our services. The invaluable support provided by our trained volunteers has a significant and positive impact on our clients' and residents' quality of life; without their continuing assistance we would not be able to achieve our current care levels.

Remembering Blue Care in your Will

Some of our wonderful clients, residents, volunteers and donors generously support us by leaving a bequest in their Will, ensuring their compassion and concern becomes their legacy.

Support a Blue Care Vehicle

Sponsoring a vehicle will help to make a real difference everyday. With over 1,570 vehicles Queensland wide, it is a great opportunity for companies to gain visibility by partnering with us. Our vehicles travel more than 28 million kilometres a year, and with fuel prices continually on the rise this is becoming increasingly difficult.

By sponsoring a vehicle you will gain a visible connection with Blue Care and demonstrate your support of the valuable work we do in your local community.

For more information on how organisations can help us, contact our Corporate Partnerships and Fundraising team on our toll free number 1800 001 953 or at fundraising@bluecare.org.au.



For all enquiries:

Ph: 1300 258 322

Email: contactus@bluecare.org.au

www.bluecare.org.au

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**Queensland
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