



Resident Information Book

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Welcome to your new home

All of the residents and staff here at Blue Care would like to welcome you to your new home. We trust you will enjoy living with us as much as we will enjoy sharing your company.

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

Whilst it may take some time for you to feel settled, we trust you will soon be joining in activities and forming new friendships.

We hope you will be happy here. Please do not hesitate to raise any concerns you may have. Whilst we will take the time to fully explain the services available in your new home, this booklet is for you to keep and refer to as needed. Should you require translation, staff will contact an accredited interpreter (or someone similar) at no cost, to assist in your understanding.

We look forward to creating and delivering specially designed and fitted solutions that respond to your needs and aspirations.

About Us

Blue Care, a not-for-profit organisation, is one of Australia's leading providers of residential aged care, community care and retirement living. We provide services across Queensland and northern New South Wales.

As a service group of UnitingCare Queensland (UCQ) we are committed to services that express the Christian values of the Uniting Church, and address a person's physical, intellectual, emotional and spiritual needs.

Our History

A brief history of our journey so far:

- **Blue Care began as the Blue Nursing Service.** The Methodist Mission at West End, Brisbane, out of concern for older people and people with a disability in the community, began a nursing service which visited people at home. The first house call by a 'Blue Nurse' - so named because of the colour of her uniform - was made on August 24, 1953 when Sister Olive Crombie travelled by tram to care for a patient.
- In **1977**, the Methodist, Presbyterian and Congregational Churches united, and the Blue Care nursing service became part of the Uniting Church in Australia, Queensland synod.
- In **1999** we became 'Blue Care' to better reflect the many services we now provide.
- In **2009**, Blue Care was recognised as a Queensland Great by the Queensland Government, and was voted by the state's people as a 'Q150' Icon to mark Queensland's 150th Anniversary.
- In **2010**, we received a Queensland Government Reconciliation Award for Business, winning the Community Organisation Category.
- In **2012**, we launched our new service model *Blue Care Tailor Made*.
- In **2013**, we celebrated our 60th anniversary.

Our Mission

We are a service group of UnitingCare Queensland, part of the Uniting Church. Our mission is 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

We pride ourselves on being a caring, compassionate and person-centred organisation.

Our values are shared with all UnitingCare Queensland service groups and characterise the way in which we all do our work.



The following five (5) values are the foundation of our work and guide us in how we work with our clients, their families and all our stakeholders, everyday:

How we work – Our Service Model

Blue Care *Tailor Made* is our approach to how we provide services. It helps guide us to work in partnership with people choosing to use our services and ensure we create and deliver care that responds to you or your loved one's needs and aspirations.

Blue Care *Tailor Made* places you or your loved one at the centre of all we do. It is a person centred approach. The support we provide is designed around you or your loved one rather than you having to fit into our services.

Blue Care *Tailor Made* enables our staff and services to more fully respond to the needs and priorities of you or your loved one and recognises:

- that everyone's individual uniqueness is to be appreciated
- that it is an equal partnership between Blue Care and you or your loved one
- that family and friends are also an important part of this partnership
- that the focus is on you or your loved one's skills and capacity.

Our Standards

Blue Care is required to meet the Aged Care Accreditation Standards as determined by the Commonwealth Department of Health and Ageing.

We are very proud to report that your new home has been accredited under these standards. This means you are assured of the highest quality of care and services.

Regular visits to our services are conducted by the Aged Care Standards and Accreditation Agency and further information regarding accreditation is available in the service.

Our Services

You can choose to access your services in your home, in the community or in one of our retirement living environments.

We also have a range of accommodation and service choices available including independent living units, restorative services, sub-acute care, planned and emergency longer stay respite and aged care.

At any one time you may be engaged with one, more than one, or all of these services:

Connecting:

- **Volunteer programs:** specific programs which are delivered by volunteers
- **Case coordination:** supports people to develop and maintain connections across the care continuum
- **Carer support:** provides carers with information and strategies to stay connected, foster wellbeing and support their caring role
- **Virtual communication:** involves the use of specific media to support communities of interest to remain connected around particular shared needs, issues or services. Includes connections with families, other communities such as consumer organisations and use of care technology for monitoring medical conditions.

Wellbeing:

- **Independence programs:** a range of time-limited programs to support people to remain living as independently as possible (e.g. mobility and falls prevention programs, independence focused domestic support programs)
- **Housing:** involves the supply of accessible, local housing with specific appropriate life stage focus to meet the needs of people with varying levels of financial independence
- **Social support:** services that support social inclusion including community access, individual or small group recreation outings or home-based lifestyle and recreation pursuits
- **Chronic disease management:** prevention and management of chronic disease such as diabetes, heart conditions and respiratory conditions, including risk identification and health promotion at the individual level, and self management
- **Respite:** a range of services that support carers to continue in their caring role by giving them a break, but concurrently provide meaningful engagement, (appropriate to the site and life stage) for the person. Includes in-home, overnight and centre-based respite
- **Life planning:** assists people with complex needs to achieve wellbeing through identifying and planning future care needs.

Restoring:

- **Day therapy:** interdisciplinary therapy services provided in a centre-based rehabilitation style environment in a local community
- **Transition care:** goal orientated time-limited and therapy-focused care to help older people at the end of a hospital stay. The goal is to support a person to rebuild independence and maintain their community living arrangements rather than be readmitted to hospital or permanent residential care.
- **Sub-acute services:** multiple services delivered at home or within a residential facility after a health incident or deterioration requiring hospitalisation, following a hospital outpatient visit, or medical procedure. Home-based services remove the need for a longer hospital stay.

Caring:

- **Memory support services:** provide a therapeutic environment for people with dementia
- **Continence care:** multiple services across the care continuum for people with incontinence
- **Wound care:** clinical management of acute and chronic wounds
- **Disease management:** multiple services to manage the symptoms and outcomes of specific chronic disease and nerve related conditions
- **Acute clinical:** time-limited specific multiple care services to assist people to manage acute needs such as hospital in the home
- **Pain management:** multiple clinical services supporting people in the management of long-term pain
- **Interim care:** funded services for people while they consider their options about future care needs and living arrangements
- **Personal care:** services to support a person with their daily living.

Dying with dignity:

- **Advance care planning:** a planning process which takes account of a person's wishes, values and beliefs about medical treatment at end of life
- **Palliative care:** end of life care including symptom and quality of life management
- **Bereavement services:** a range of interventions to assist people with management of grief and loss.

Note: Some centres may not provide the full range of services as described above and some services are to be developed. Brochures and fact sheets about these services are available at most centres.

For more information about how to access these services, contact your local Blue Care service or visit www.bluecare.org.au.

Your Rights and Responsibilities

We acknowledge you or your loved one, who is receiving services, is entitled to basic human, legal, moral and consumer rights. This includes the right to respect, dignity, and privacy and to have your concerns heard. A copy of our Charter of Rights and Responsibilities is available at your service and is also contained in the Residential Care Service Agreement that you signed at the time of your admission.

Privacy and Consent

The Australian Privacy Principles under the Commonwealth Privacy Act 1988 sets out how organisations like Blue Care may collect, store, use, disclose and protect your personal information.

Blue Care has strict policies in place about who can access our clients' information and must have your consent to collect and use specific personal and health information.

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 of 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?

Yes. Please speak to your Blue Care team member.

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, GPO Box 1265, Brisbane QLD 4001

Alternatively, you may contact:

Office of the Australian Information Commissioner

Phone: 1300 363 992

Website: www.privacy.gov.au

Advocacy

You may choose to work through an advocate of your choice to assist you in making informed decisions or to resolve issues. We support and respect this decision and our staff, on your request, can assist with a referral to an appropriate advocacy agency.

What is an Advocate?

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

- support you when you have assessments and/or case conferences
- provide accurate information and help you to work through difficult issues
- look at all the possible options of assistance available to you including other services
- ensure you are aware of your rights and responsibilities.

External Advocacy Agencies

If you want someone to speak on your behalf in relation to an issue of concern you can contact any of these agencies or on your request we can arrange a referral.

These agencies are independent of Blue Care.

<p>Queensland Aged Care and Disability Advocacy Inc. (QADA) Provides information, education, support and representation to enable people to understand and exercise their rights and responsibilities.</p>	<p>Ph: 1800 818 338 (freecall) E: info@qada.org.au W: www.qada.org.au Address: 121 Copperfield Street Geebung Q 4034</p>
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<p>New South Wales - The Seniors Rights Service (SRS)</p> <p>A community legal centre that protects the rights of older people by providing telephone advice, advocacy, legal advice and education services</p>	<p>Ph: 1800 424 709 (regional callers)</p> <p>W: www.seniorsrightsservice.org.au</p> <p>Address: Level 4, 418A Elizabeth St Surry Hills NSW 2010</p>
<p>National Aged Care Advocacy Line</p> <p>Provides a listing of state and territory advocacy services (including contact details and internet addresses where available).</p>	<p>Ph: 1800 700 600</p> <p>Please note that this number is not available from mobile phones and in some capital cities - for alternative contact details phone the Aged Care Information Line on 1800 500 853.</p>

Complaints, Concerns, Compliments and Suggestions

We want to hear from you

This is your home and we want you to feel comfortable. We encourage you and your loved ones to advise us of your satisfaction with the care and services provided and welcome complaints, concerns, compliments and suggestions.

We want you to feel that 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 – 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.

Complaints, concerns, compliments and suggestions offer us the opportunity to learn more about you or your loved ones' needs and to improve the quality of care and services we provide. From time to time we may also ask you or your loved one to complete a satisfaction survey or 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 you or your loved should do

Complaints, concerns, compliments or suggestions may be lodged by one of the following methods:

In person or by telephone:

We encourage you or your loved one to speak with the Service Manager first, as they are best placed to achieve a fast and sustainable outcome to your satisfaction.

In writing:

You or your loved can:

- send an email, letter or fax to the Service Manager; or
- complete a Feedback/Suggestion/Improvement Form. These Forms are available from staff or from the front office. Describe the problem and if known it is always good to include what outcome you are seeking to help resolve the problem.

Your comments are vitally important to us and we will respond promptly to let you know we have received your comments and to advise when action may be expected.

There may be some things you or loved one are not prepared to discuss with us, or perhaps the resolution reached was not to your satisfaction. If you would like to pursue the matter further, you or your loved one may contact:

- our cluster office who will connect you to the General Manager responsible (refer to the Organisational Directory provided in this Book for the local numbers or ask our staff);
- Blue Care Central Support on **07 3377 3377** and ask for Services; or
- an external complaint agency.

<p>Aged Care Complaints Scheme, Department of Health and Ageing Provides a free service for people to raise their concerns about the quality of care or services being delivered to people receiving residential or community aged care services subsidised by the Australian Government.</p>	<p>Ph: 1800 550 552 (free from most home phones)</p> <p>Visit: agedcarecomplaints.govspace.gov.au/ to lodge a complaint online.</p> <p>Address: Aged Care Complaints Scheme Australian Department of Health and Ageing GPO Box 9848 (Your capital city and state/territory)</p>
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This agency is independent of Blue Care.

Financial information

Fees

Information relating to your fees is set out in the Residential Care Service Agreement.

Personal Expenses and Accounts

You and your family are encouraged to maintain control of your personal expenses as much as possible. If you have any questions or queries in relation to your accounts or you are having difficulties meeting your financial commitments please contact your Service Manager or the Blue Care Finance Team on:

Phone: 1800 976 833 (free-call)
(Mon-Fri, business hours)

Address: Blue Care Finance Team
PO Box 375
Morayfield Qld 4506

Email: finance@bluecare.org.au

About your room

Allocation of rooms

As your needs are important to us, every effort will be made to ensure your accommodation is suitable. If you do need to move rooms to better meet your care needs, we will first discuss this with you and your family.

Furniture

Additional information on your room is contained in the Residential Care Service Agreement and we encourage you to review this document as it contains important information about the 'rules of occupancy' of your room.

We are happy for you to personalise your room as much as is safe and reasonable for you and our staff. Staff will assist you in arranging your room to ensure safety and access for you and those providing care.

If you notice any damage to furniture or the residence please advise us.

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

Electrical equipment

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

Some rooms are fitted with individual air conditioning units. If your room does not have this you may install an air conditioner at your own expense. Please consult with your Service Manager if you want to install your own air conditioner. On leaving the service you will be also be asked to meet the costs on uninstalling your own air conditioner. Small 'bar' fridges may be allowed in your own room. The cleaning and maintenance of

these fridges is your responsibility. If you wish to keep your own food in this fridge it will be necessary to ensure that the food does not spoil and items are within their expiry date.

Television (TV) and radio

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

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

Insurance

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

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

Privacy

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

Our staff will need to enter your room from time to time for care and cleaning purposes. We inform our staff to knock before they enter your room.

Care provision

Care team

Your care team may include registered nurses as well as enrolled nurses, assistant nurses, personal carers, diversional therapists and activity officers, allied health professionals (e.g. speech pathologists, occupational therapists), chaplains and volunteers. You and your family will be consulted and involved in the assessment and ongoing planning of your care needs.

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

Allied health services

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

- speech pathology
- occupational therapy
- physiotherapy
- podiatry
- dietetics
- music therapy.

These services are aimed at maintaining or restoring your ability to perform daily tasks. Where there is an assessed need the costs of these services are included in the high care resident's fees.

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

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

Doctors, dentists and other healthcare professionals

You are able to select a doctor, dentist and other healthcare professionals of your own choice. You may wish to consider a local doctor or one who will visit the residential home.

Please speak with your care team if you need assistance with arranging visits.

Hospital leave

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

Medications

The care team are qualified to assist with your medication if you are unable to, or do not wish to manage your medications. Your medications will only be used by you. You may choose to obtain your medications from a pharmacy of your choice. However, we can arrange for them to be obtained from our contracted pharmacy. There are advantages to this including:

- providing an accurate history of your medications
- pharmacy dispensing into pre-packed medication packs improves the safety of administering medication
- the cost of dispensing into pre-packed medication packs is covered by Blue Care
- 24 hour delivery in case of emergencies or sudden changes to medications.

If you make your own arrangements for medications, you will need to speak with us about your responsibilities in relation to this. Please note the costs of any medications prescribed by your doctor remain the responsibility of you and your family.

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

Nursing services

All nursing services are carried out by our registered nursing staff. These services include assessing and planning your care, implementing and evaluating the effectiveness of care strategies. Our nursing staff will undertake services based on your assessed needs and will involve other health professionals as required.

Private Health Funds

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

General care

Activities, lifestyle support programs and outings

Diversional therapists and activity officers provide group activities and recreational programs including social activities, outings and craftwork. Some activities are in groups, whilst others may be arranged for you on your own. Staff will talk to you about the types of activities in which you may like to participate and your choice of activity is taken into consideration.

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

Families and friends are encouraged to take you on outings should you wish. For fire and safety reasons, please notify reception before leaving and upon return. If you need medication provided during your outing, please notify the Registered Nurse.

Alcohol

You are welcome to bring your own alcohol. Please remember to take into account any medical condition you may have before consuming alcohol. The rights of other residents and staff need to be respected, therefore some restrictions on alcohol consumption may apply and we request that you refrain from excessive drinking.

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

Cleaning

We regularly clean and maintain your room and ensure the safe disposal of any waste. If you prefer to clean any personal items yourself please let our staff know.

If you have any special requests or concerns regarding cleaning please talk to your Service Manager.

Clothing and Laundry Service

A laundry service for your clothing is included in your fees. Clothing is washed in commercial machines using industrial strength washing powder and put through the dryer, to meet infection control requirements. Therefore it is important that your clothing be machine washable and able to be tumble dried. It is recommended that sufficient seasonal clothes be provided to allow for a **minimum of five (5) days** between laundering.

Recommended items of clothing are:

- day clothing, suitable for the season
 - night attire (i.e. pyjamas, nighties, gowns and slippers)
 - underwear and socks
 - suitable footwear
 - sun hat
- (Non-iron items).

Woollen and silk clothing, 'damart', permanent press and 'dry-clean only' clothing are not advisable and laundering of such items is the responsibility of you or your family. Blue Care does not take any responsibility for the incorrect laundering of such special needs clothing.

The mending and replacement of clothing is the responsibility of you and your family.

Labelling of Clothing

As personal items are processed in a 'commercial like environment' they must be labelled. This ensures that we can return your items to you and to help ensure that items do not get lost. Your home offers a free service to label your clothing. The advantage of this is that the label is permanent and a specifically designed heat sealed label that will withstand the washing process. The label includes your name and the home's name.

Lost or Unclaimed Clothing

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

Clothing Repair

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

Items to bring with you

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

- current personal medication and prescriptions
- Pensioner Concession card

- Pharmaceutical Benefit card
- Medicare card
- details of private health cover
- Department of Veterans' Affairs (DVA) pharmaceutical and health treatment cards (e.g. White or Gold card)
- copies of Enduring Power of Attorney and/or Advanced Health/Care Directives
- personal clothing
- personal items
- furniture as agreed.

Lifting

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

All lifting equipment is maintained according to a maintenance schedule.

Meals

We provide all meals as well as morning and afternoon tea and supper. These meals include fresh fruit and fruit juice. You will be advised of mealtimes on admission.

Our care team will discuss your dietary requirements on admission and should they change. A choice of meals is offered each day.

Menus are reviewed regularly in consultation with residents and a dietician and are generally based on a cycle to ensure variety.

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

Tea and coffee making facilities are available within your Blue Care home.

Next of kin / contact person

So we can better assist you, please ensure we have up-to-date details of your next of kin or contact person. Sometimes people move, go away for the weekend, or go on holidays. Please let us know if the contact details for your next of kin change.

Safety

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

Smoking

For safety reasons and in consideration of other residents and staff, we are unable to permit smoking within any of the buildings (including your room) and in any of our vehicles. All areas are fitted with automatic smoke detectors in line with Australian Standards.

Should you or your visitors wish to smoke, you are required to use the designated outdoor areas.

Toiletries

We provide you with basic toiletries such as bath linen, soap, and toilet paper. For further information of what is provided for high and low care persons please refer to the Residential Care Service Agreement.

Walking and mobility aids

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

For safety reasons, owners of motorised wheelchairs, scooters, or similar equipment, may have limitations placed on their use. Please speak with staff for further details.

For further information on what is provided for high and low care persons please refer to the Residential Care Service Agreement.

General information

Community commitments

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

Mail

If you wish to receive your mail here, you will need to arrange for redirection of your mail through Australia Post.

If you choose to have your mail sent to a family member or friend, can you please provide their postal address details to our staff or to Blue Care Finance Team.

All mail received is delivered promptly. Outgoing mail can be given to staff or placed in the designated mail collection area.

Stamps may be available for purchase, so please check with staff.

Pets

Pets in communal homes are a complex issue and arrangements will be considered on an individual basis as per the Resident Care Service Agreement.

Social leave

You may wish to stay with family or friends from time to time. In line with government requirements, you are allowed 52 days social leave per year. Beyond the 52 days allowable leave; you need to pay the usual fee as well as the Commonwealth subsidy in order to maintain your place in the home.

Telephones

Your room may be fitted with a telephone; however, the costs of connection and ongoing charges are your responsibility. Please make arrangements for payment of these accounts directly with your telephone service provider.

A telephone is available on site for use by you and your visitors.

Visiting times

As this is your home, family and visitors are welcome whenever you wish. We simply ask that the needs of the other residents are considered. Parking is available for your visitors.

Voting

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

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

Moving out

You may leave the home at any time and terminate the Residential Care Service Agreement. If you wish to leave you will need to give at least seven (7) days written notice to the Service Manager.

Further information is contained within the Residential Care Service Agreement.

The demand for aged care beds is often high so we ask that when you vacate your room that any personal belongings (including furniture) are removed as soon as possible. If it is expected that there is delay in this process our staff can assist to clear your room. If this is required the Service Manager can arrange this.

Other Useful Contacts

Aged Care Information Line For information about residential and community care services available in your area.	Ph: 1800 500 853 W: www.agedcareaustralia.gov.au
Alzheimer's Association Queensland (Dementia Helpline)	Ph: 1800 639 331 (24 hr helpline) E: alzqld@alzheimeronline.org
Cancer Council Helpline	Ph: 13 11 20 (9am – 5pm; Mon- Fri) W: www.cancer.org.au/aboutcancer/cancercouncilhelpline.htm

<p>Carer Advisory Service</p> <p>Provides carers with information, education, training, advocacy, counselling and other support services that may assist them in their caring role.</p>	<p>Ph: 1800 242 636 (freecall; 9am - 5pm weekdays)</p> <p>W: www.carersqld.asn.au/index.html</p>
<p>Commonwealth Respite and Carelink Centres</p> <p>Provide a link to a wide range of community, aged care and support services that are available locally and nationally. Centres provide information about services for older people, people with a disability and those who provide care and services</p>	<p>Ph: 1800 052 222 or for emergency respite support outside standard business hours 1800 059 059</p>
<p>Disability Information Service</p>	<p>Ph: 1800 177 120 (toll free)</p>
<p>National Continence Helpline</p> <p>Provides information, education and advice to callers with incontinence or who are caring for someone with incontinence.</p>	<p>Ph: 1800 330 066 (freecall; 8am – 8pm; Mon-Fri)</p> <p>E: helpline@continence.org.au</p> <p>W: www.continence.org.au/index.php</p>
<p>National Dementia Helpline</p> <p>Supports people with dementia, their family and carers, provides practical information and advice as well as up to date information about dementia and other support services.</p>	<p>Ph: 1800 100 500</p> <p>W: www.fightdementia.org.au/services/national-dementia-helpline.aspx</p>
<p>Department of Veterans’ Affairs (Including Veterans Home Care)</p>	<p>Ph: 133 254 or 1800 555 254 (for regional callers)</p>
<p>Queensland - Palliative Care Helpline</p> <p>Provides information, emotional and counselling support to individuals affected by life-limiting or terminal illness.</p>	<p>Ph: 1800 772 273 (24 hr helpline)</p> <p>W: www.palliativecarehelpline.org.au/</p>
<p>Queensland - Seniors Enquiry Line</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>Ph: 1300 135 500 (9am – 5pm weekdays)</p> <p>E: sel@uccommunity.org.au</p> <p>Address: PO Box 2376 Chermside Q 4032</p>

Queensland - Elder Abuse Prevention Unit

State-wide telephone information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person.

Ph: 1300 651 192 (cost of a local call) or 07 3867 2525 (interstate and mobile enquiries) (9am – 5pm weekdays)

E: eaqu@uccommunity.org.au

Organisational Directory

<p>Metro North 12-16 Weier Rd MORAYFIELD QLD 4506 Ph: 07 5428 8111</p>	<p>Metro South 129 Dennis Rd SPRINGWOOD QLD 4127 Ph: 07 3290 9999</p>
<p>South Coast 1 Pines Lane ELANORA QLD 4221 Ph: 07 5525 5469</p>	<p>West Moreton 15 Robertson Rd EASTERN HEIGHTS QLD 4305 Ph: 07 3813 7600</p>
<p>South West 256 Stenner St TOOWOOMBA QLD 4350 Ph: 07 4636 9890</p>	<p>Sunshine Coast 12-16 Weier Rd MORAYFIELD QLD 4506 Ph: 07 5428 8111</p>
<p>Fraser Coast 341 Bourbon St BUNDABERG QLD 4670 Ph: 07 41977280</p>	<p>Central QLD 229 Musgrave St North ROCKHAMPTON QLD 4701 Ph: 07 4920 4700</p>
<p>North Queensland 271 Gatton St, WESTCOURT QLD 4870 PO Box 182, WESTCOURT QLD 4870 Ph: 07 4050 3600</p>	<p>Indigenous Services 267 - 277 Hartley Street CAIRNS QLD 4870 Ph: 07 4035 3008</p>
<p>Central Support (Administrative Centre) 56 Sylvan Rd, Toowong Qld 4064 PO Box 1539, MILTON BC QLD 4064 Ph: 07 3377 3377</p>	

How can you help?

Volunteers

We receive invaluable assistance from trained volunteers who donate their time and talents for the support of residents. This may include social contact, assistance with music, transport and outings. Any support you or your family and friends may be able to give will be greatly appreciated. Please speak with the Service Manager for further information.

Donations

We are partially funded by the Government, however as operating costs are substantially more than funds provided, we rely heavily on the financial support of the community. Donations from individuals and businesses assist us to care for more people in our community.

Donations of \$2 and over are tax deductible and directly assist the provision of care services. *For more information on how you can support Blue Care or to make a donation please phone our toll free number on 1800 001 953 or speak with our staff.*

Remembering Blue Care in your Will

Many of us are unable to give as much as we would like in our lifetime. However, you can make lasting gifts through your Will. A Bequest to Blue Care is a way of supporting our essential services in your community for generations to come; or saying thank you for the support Blue Care has given you, a family member, or friend.

If you would like further information on our bequest program please contact our Planned Giving Officer on 1800 001 953.

Gifts

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. Our staff are also not able to act in any legal capacity on your behalf such as enduring power of attorney or executor of your Will or sign any type of personal document as a witness such as a Will or statutory declaration.

Memorial Program

This is a sensitive and practical way of expressing your feelings and helping someone else in need.

Memorials can be established in many ways:

- as a tribute in lieu of flowers
- as an anniversary gift 'In Memoriam'
- as a regularly pledged donation 'in Perpetual Remembrance'
- as a Heritage Gift from your Will in this way creating a lasting memorial.

Our Mission

We are a service group of UnitingCare Queensland, part of the Uniting Church. Our mission is 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

We pride ourselves on being a caring, compassionate and person-centred organisation. Our values are shared with all UnitingCare Queensland service groups and characterise the way in which we all do our work.

The following five (5) values are the foundation of our work and guide us in how we work with our clients, their families and all our stakeholders, everyday:



Compassion

Through our understanding and empathy for others we bring holistic care, hope and inspiration.



Respect

We accept and honour diversity, uniqueness and the contribution of others.



Justice

We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society.



Working Together

We value and appreciate the richness of individual contributions, partnerships and teamwork.



Leading through Learning

Our culture encourages innovation and supports learning.



1300 BlueCare

1300 258 322

www.bluecare.org.au