



Client Information Book

Contents

Welcome to Blue Care	5
About Us	6
Our Mission	6
Our Values	6
Our approach to your care	7
Our Services	7
How Blue Care services can help you	8
Services pricing and costs	8
How much do I pay?	8
What if I'm unable to pay?	9
How do I pay fees?	9
Will my fees change in the future	9
Can I give my Blue Care team member a gift?	9
Your Rights and Responsibilities	10
Your rights as a client of Blue Care services	10
Your responsibilities as a client of Blue Care services	12
Privacy and Consent	13
What details does Blue Care collect about me?	13
Who else may see information about me?	14
Can I see what information Blue Care holds about me?	14
How do I obtain further information?	14
Advocacy	15
What is an advocate?	15
External Advocacy Agencies	15

Incident reporting, investigation and notifications	16
Leave	16
We'd love to hear from you!	17
I come from a diverse background. How can I provide feedback or get help?	17
How else can I provide feedback?	17
Help Us to Help You - Feedback Form	19
External Complaint Agencies	21
Other ways you can help Blue Care	23
Volunteers	23
Donations	23
Remembering Blue Care in your Will	23
Memorials	23
Blue Care directory	24
Other Useful Contacts	25

Welcome to Blue Care

Thank you for choosing Blue Care.

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

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

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

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

If you have questions at any time please contact your local Blue Care service or call **1300 Blue Care (1300 258 322)**.

The name of your local Blue Care service: _____

Phone: _____

About Us

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

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

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

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

That's the Blue Care Difference. We are more than you imagined.

Our Mission

To improve the health and wellbeing of individuals, families and communities as we:

Reach out to people in need

Speak out for fairness and justice

Care with compassion, innovation and wisdom.

We are part of UnitingCare Queensland, the health and community care arm of the Uniting Church in Queensland Synod.

Our Values

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

Our approach to your care

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

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

Our Blue Care *Tailor Made* approach recognises:

- you are unique
- there's equal partnership between you and Blue Care
- your family, friends and / or an advocate are an important part of this partnership
- the focus is on your skills and capabilities, wishes and needs.

Our Services

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

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

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

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

How Blue Care services can help you

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

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

Brochures and fact sheets about services are available on our website:

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

Services pricing and costs

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

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

Both Blue Care and the Government policies ensure a fair and equitable approach to the charging of fees. If you have any questions, our Customer Service Centre will be pleased to assist you.

How much do I pay?

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

For detailed information on our fees and charges, please refer to the Fees Booklet available from your Blue Care team member or from our Customer Service Centre.

What if I'm unable to pay?

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

How do I pay fees?

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

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

Will my fees change in the future?

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

Can I give my Blue Care team member a gift?

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

Your Rights and Responsibilities

Your safety, wellbeing, and human and legal rights are important to us.

They are outlined in the Australian Government's Charter of Care Recipients' Rights & Responsibilities - Home Care. A copy was provided to you on admission to our service or please see them listed below.

As a client of Blue Care services you have the right:

General

- a) to be treated and accepted as an individual, and to have your individual preferences respected
- b) to be treated with dignity, with your privacy respected
- c) to receive care that is respectful of you, and your family and home
- d) to receive care without being obliged to feel grateful to those providing the care
- e) to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding your care
- f) to have access to advocates and other avenues of redress
- g) to be treated without exploitation, abuse, discrimination, harassment or neglect.

Participation

- a) to be involved in identifying the home care most appropriate for your needs
- b) to choose the care and services that best meet your assessed needs, from the home care able to be provided and within the limits of the resources available
- c) to participate in making decisions that affect you
- d) to have your representative participate in decisions relating to your care if you do not have capacity.

Care and services

- a) to receive reliable, coordinated, safe, quality care and services which are appropriate to your assessed needs
- b) to be given before, or within 14 days after you commence receiving care, a written plan of the care and services that you expect to receive
- c) to receive care and services as described in the plan that take account of your other care arrangements and cultural, linguistic and religious preferences

- d) to ongoing review of the care and services you receive (both periodic and in response to changes in your personal circumstances), and modification of the care and services as required.

Personal information

- a) to privacy and confidentiality of your personal information
- b) to access your personal information.

Communication

- a) to be helped to understand any information you are given
- b) to be given a copy of this Charter
- c) to be offered a written agreement that includes all agreed matters
- d) to choose a person to speak on your behalf for any purpose.

Comments and complaints

- a) to be given information on how to make comments and complaints about the care and services you receive
- b) to complain about the care and services you receive, without fear of losing the care or being disadvantaged in any other way
- c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

Fees

- a) to have your fees determined in a way that is transparent, accessible and fair
- b) to receive invoices that are clear and in a format that is understandable
- c) to have your fees reviewed periodically and on request when there are changes to your financial circumstances
- d) not to be denied care and services because of your inability to pay a fee for reasons beyond your control.

Important: Our team are not able to act in any legal capacity on your behalf such as an 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.

As a client of Blue Care services you have a responsibility:

General

- a) to respect the rights of Blue Care staff to their human, legal and workplace rights including the right to work in a safe environment
- b) to treat Blue Care staff without exploitation, abuse, discrimination or harassment.

Care and services

- a) to abide by the terms of the written home care agreement
- b) to acknowledge that your needs may change and to negotiate modifications of care and service if your care needs change
- c) to accept responsibility for your own actions and choices even though some actions and choices may involve an element of risk.

Communication

- a) to give enough information to assist the approved provider to develop, deliver and review a care plan
- b) to tell Blue Care staff about any problems with the care and services.

Access

- a) to allow safe and reasonable access for care workers at the times specified in your care plan or otherwise by agreement
- b) to provide reasonable notice if you do not require home care to be provided on a particular day.

Fees

- a) to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in your financial circumstances.

Source: Department of Social Services, Australian Government, Charter of Care Recipients' Rights and Responsibilities – Home Care. Aged Care Act 1997, Schedule 2 User Rights Principles 2014.

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

What is an advocate?

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

These agencies are independent of Blue Care. With your permission, we can arrange a referral.

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: 1800 818 338 (freecall)

E: info@qada.org.au

W: www.qada.org.au

New South Wales - Seniors Rights Service (SRS)

A community legal centre that protects the rights of older people by providing telephone advice, advocacy, legal advice and education services.

P: 1800 424 079

E: email using their Email Us form available on their website at seniorsrightsservice.org.au/contact-us

W: seniorsrightsservice.org.au

New South Wales - Seniors Rights Service (SRS)

Level 4, 418A Elizabeth Street,
Surry Hills NSW 2010

National Aged Care Advocacy Line

Provides a listing of state and territory advocacy services (including contact details and internet addresses where available).

P: 1800 700 600

Please note this number is not available from mobile phones and in some capital cities - for alternative contact details phone the Aged Care

P: Information Line: 1800 500 853

Incident reporting, investigation and notifications

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

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

We ensure:

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

Leave

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

We'd love to hear from you!

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

We want you to feel you can bring anything to our attention, no matter how large or small, knowing your confidentiality will be respected and it will not affect the services you receive.

You may like the way a particular service is provided or something we do well. Alternatively you may be unhappy with a particular aspect of your care and service. Please let us know.

Compliments, complaints, concerns, and suggestions offer us the opportunity to learn more about you and how you would like your care and services provided.

From time to time, we may ask you or your family for feedback as part of our quality processes using our client experience process or complete a 'Help us to Help You - Feedback Form' as a way of checking if there are ways in which we can improve.

I come from a diverse background. How can I provide feedback or get help?

Many of our clients come from a variety of backgrounds; whether they were born overseas with English as a second language or they identify as lesbian, gay, bisexual, transgender or intersex, live with dementia, or are financially disadvantaged.

The Australian Government has services to assist you in providing feedback or seeking help. Visit www.agedcarecomplaints.govspace.gov.au or call the Translating and Interpreting Service (TIS) on **131 450** or **1800 550 552**.

How else can I provide feedback?

In person or by telephone:

We encourage you to speak with your local Blue Care Service Manager or Coordinator as they are best placed to achieve a fast and suitable outcome to your satisfaction.

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

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

In writing:

- send an email, letter or fax to the Service Manager or Coordinator at your local service

or

- complete the 'Help Us to Help You – Feedback Form' at the back of this book and either:
 - o give it to a staff member, the Service Manager or Coordinator
 - o place it in the suggestion box at your local service or
 - o post it back to us using the reply paid option.

Your comments are important to us and we will respond promptly to let you know we have received your comments and to advise you of the next steps we will take.

cut along here

cut along here

Help Us to Help You - Feedback Form

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

.....
.....
.....
.....
.....
.....

What would you like to happen?

.....
.....
.....
.....
.....
.....

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

Date:

Blue Care service:

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

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

Name:
Title First Name Surname

Address:

Postcode:

Phone:.....

Email:.....

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

apply glue here


apply glue here

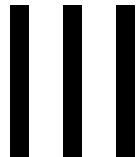
fold here

fold here

Delivery Address:
GPO Box 1265
BRISBANE QLD 4001

No stamp required
if posted in Australia

Your stamp will
save us postage 



Blue Care Customer Service Centre
Reply Paid 86734
BRISBANE QLD 4001

External Complaint Agencies

If a complaint or concern remains unresolved or you feel uncomfortable raising your concern with us, you have the option of contacting any of the following agencies. These agencies are independent of Blue Care.

Australian Government, Aged Care Complaints Commissioner

For concerns or complaints about the care and services provided to people receiving Australian Government subsidised aged care in their homes and in aged care facilities.

The Aged Care Complaints Commissioner provides an independent complaints resolution mechanism for the community. The Aged Care Complaints Commissioner can support you, with information and options, to resolved your concern with the services provider. Their function is separate to the Department of Social Services who fund and regulate aged care services.

P: 1800 550 552 (The call is free from most home phones)

W: www.agedcarecomplaints.govspace.gov.au

Aged Care Complaints Commissioner

GPO Box 9820

(Your capital city and state/territory)

Department of Communities, Child Safety and Disability Services - Queensland

For complaints about the department or a funded service provider.

Complaints can be made regarding a range of issues, including:

- actions taken or decisions made by the department
- standards of care
- access to programs
- appropriateness and quality of services
- agency practices, policies and procedures and their impact on the community.

P: 1800 080 646 (free call)

W: <https://www.communities.qld.gov.au>

E: feedback@communities.qld.gov.au

Complaints Unit, Department of Communities, Child Safety and Disability Services

GPO Box 806, Brisbane Qld 4001

Department of Veterans Affairs'

For complaints about Veterans' Home Care (VHC) and Community Nursing services.

P: 133 254 or 1800 555 254 (Regional)

W: www.dva.gov.au

E: feedback@dva.gov.au

Department of Veterans Affairs' Feedback Management Team

GPO Box 9998, Sydney NSW 2001

Queensland Civil and Administrative Tribunal (QCAT)

QCAT is an independent tribunal which resolves disputes and makes and reviews decisions about a wide range of issues.

Complaints that can be dealt with by QCAT:

- conduct of a registry staff member
- conduct of a tribunal member/ adjudicator/ mediator
- registry processes or procedures
- provision or quality of service.

P: 1300 753 228 (between 8:30am and 5:00pm weekdays, excluding Tuesday - available between 9:00am and 5:00pm)

W: <http://www.qcat.qld.gov.au/about-qcat/contact-us/complaints>

E: enquiries@qcat.qld.gov.au

Queensland Office of the Health Ombudsman

For complaints about a health service provided to you, a family member, or someone in your care.

P: 133 OHO (133 646)

W: <http://www.oho.qld.gov.au/make-a-complaint/>

E: complaints@oho.qld.gov.au

Office of the Health Ombudsman

PO Box 13281, George Street
Brisbane QLD 4003

New South Wales – Health Care Complaints Commission (HCCC)

A complaint to the Commission may be about any health service provider in NSW.

P: 02 9219 7444 or 1800 043 159 (toll free)

W: <http://www.hccc.nsw.gov.au/Complaints/default.aspx>

E: hccc@hccc.nsw.gov.au

Health Care Complaints Commission (HCCC)

Locked Mail Bag 18, Strawberry Hills
NSW 2012

Other ways you can help Blue Care

Volunteers

We receive invaluable assistance from our trained volunteers. Their time and talents support people using our services in many ways including social support, transport assistance, assisting with music, craft 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 or Coordinator at your local service or see www.bluecare.org.au/helpus

Donations

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.

All donations of \$2 and over are tax deductible. For more information, please call our donation hotline on **1800 001 953** or email fundraising@bluecare.org.au

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.

Memorials

A memorial gift is a sensitive and practical way of expressing your feelings. It's a special way of honouring a loved one or cherished friendship, and at the same time may help ease grief by helping others in need. Many people choose to make a memorial to acknowledge the care and support their loved one received from Blue Care. A letter with your name is sent to the bereaved family at the end of the month.

For more information, please contact our Planned Giving Officer on **1800 001 953**.

Blue Care Directory

Metro North

Lower Level, 1-5 Queens Road
EVERTON HILLS QLD 4053
07 3855 0400

Metro South

129 Dennis Rd
SPRINGWOOD QLD 4127
07 3290 9999

South Coast

Level 1, 23 Main Street
VARSITY LAKES QLD 4227
07 5881 3666

West Moreton

15 Robertson Rd
EASTERN HEIGHTS QLD 4305
07 3813 3828

South West

256 Stenner St
TOOWOOMBA QLD 4350
07 4636 9890

Sunshine Coast

13 Pearl Street
COOROY QLD 4563
07 5454 9601

Fraser Coast

341 Bourbong St
BUNDABERG QLD 4670
07 4131 8700

Central Queensland

229 Musgrave St
NORTH ROCKHAMPTON QLD 4701
07 4920 4700

North Queensland

271 Gatton St
WESTCOURT QLD 4870
Cairns: 07 4050 3666
Townsville: 07 4781 1300

Indigenous Services

267 - 277 Hartley Street
CAIRNS QLD 4870
07 4038 7600

Central Support (Administrative Centre)

Level 5, 192 Ann Street
BRISBANE QLD 4000
07 3253 4000

Customer Service Centre

1300 Blue Care (1300 258 322)

Other Useful Contacts

My Aged Care A one stop shop to help you navigate the aged care system and find information, services, and facilities.	P: 1800 200 422 W: www.myagedcare.gov.au
Alzheimer's Association Queensland (Dementia Helpline)	P: 1800 639 331 (24 hr helpline) E: helpline@alzheimeronline.org
Cancer Council Helpline	P: 13 11 20 (9am – 5pm; Mon- Fri) W: http://www.cancer.org.au
Carers Queensland Provides carers with information, education, training, advocacy, counselling and other support services that may assist them in their caring role.	P: 1800 242 636 (freecall; 9am - 5pm weekdays) W: www.carersqld.asn.au
Commonwealth Respite and Carelink Centres 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: 1800 052 222 or for emergency respite support outside standard business hours call 1800 059 059
Disability Information Service	P: 1800 177 120 (toll free) W: www.qld.gov.au/disability
National Continence Helpline Provides information, education and advice to callers with incontinence or who are caring for someone with incontinence.	P: 1800 330 066 (freecall; 8am - 8pm; Mon- Fri) E: helpline@continence.org.au W: www.continence.org.au

National Dementia Helpline

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: 1800 100 500

W: www.fightdementia.org.au

Department of Veterans' Affairs (Including Veterans Home Care)

P: 133 254 or 1800 555 254 (for regional callers)

E: GeneralEnquiries@dva.gov.au

W: www.dva.gov.au

Pallassist - Palliative Care Support and Advice

Provides no-cost 24/7 telephone and online service for palliative care patients, carers, family and friends seeking practical information and emotional support.

P: 1800 772 273 (24 hr helpline)

W: www.pallassist.org.au

Seniors Enquiry Line

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

P: 1300 135 500 (9am – 5pm weekdays)

E: sel@ucommunity.org.au

PO Box 2376
Chermside QLD 4032

Elder Abuse Prevention Unit

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

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

E: eapu@ucommunity.org.au



1300 BlueCare

1300 258 322

www.bluecare.org.au

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