

Your feedback

Blue Care is committed to providing quality care services and responding to the needs of our clients. We value your feedback, including compliments and complaints. We view feedback as an opportunity to improve our services.

If you have a concern, chances are that you are not alone. Your feedback could make us aware of problems that we don't know about. So, we want to hear from you.

Let us know what you think about the Blue Care services you receive. We appreciate you taking time to let us know what you think we do well and where we can improve our services.

Let's talk.

How we will respond

If you have a complaint, we will respond to it promptly and sensitively. You can help us by providing as much relevant information as possible.

We will work with you to assess how best to resolve your complaint. Please consider the outcome you would like and we will strive to provide it.

We will keep you informed about the progress of your complaint along the way.

If you have a compliment, we will ensure this information is captured and if it's something that is working well, we will consider implementing it in other Blue Care services.

For more information contact:

Blue Care Customer Service
Locked Bag 2000
Morayfield Qld 4506

Ph: 1300 258 322
Fax: 1800 170 446
Email: contactus@bluecare.org.au

Hours of operation:

Monday to Friday from 8am – 5pm



1300 BlueCare

1300 258 322

www.bluecare.org.au



Your Comments
and Feedback
Help us improve
our service

How can you provide feedback

Simply lodge your feedback by using one of the following methods:

- Speak to a staff member or service manager; or
- Complete the feedback form including with this brochure and send it to Blue Care through one of the following options:
 - Give it to a staff member or Service Manager
 - Place it in a suggestion box located at a Blue Care centre
 - Post it back to us using the reply paid option
- Email us at contactus@bluecare.org.au
- Contact your local Blue Care centre who will connect you to the responsible manager

If you have a complaint, we will manage it confidence and respect your privacy. There may be instances where you wish to raise a concern anonymously. If you would like to provide anonymous feedback you can:

- Contact Blue Care Customer Service Centre on 1300 258 322

Privacy and Confidentiality

Blue Care is committed to protecting and maintaining the privacy, accuracy and security of your personal information. The main purpose of collecting and using your information is to provide you with the best possible service.

To view Blue Care's Privacy Policy, visit the Blue care website www.bluecare.org.au

For more information about privacy, contact the Blue Care Customer Service Centre on **1300 258 322**, or email us on contactus@bluecare.org.au

External feedback bodies

If you do not feel comfortable raising a concern with Blue Care, or you feel your concern has not been resolved to your satisfaction, there are organisations external to Blue Care who may be able to assist you.

Aged Care Complaints Commissioner

<https://www.agedcarecomplaints.gov.au>

Ph: 1800 550 552

Post: Aged Care Complaints Commissioner, GPO Box 9848, (Your capital city and state/territory)

**For complaints about aged care services funded by the Australian Government, including services provided in the home*

Queensland Office of the Health Ombudsmen

<http://www.oho.qld.gov.au>

Ph: 133 OHO (133 646)

Post: PO Box 13281 George Street Brisbane Qld 4003

Email: complaints@oho.qld.gov.au

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

National Aged Care Advocacy Program (NACAP)

Ph: 1800 700 600 to contact a NACAP provider in your area

**For confidential advocacy support and information*

Department of Communities, Child Safety and Disability Services – Queensland

<http://www.communities.qld.gov.au>

Ph: 1800 080 646

Post: Complaints Unit, Department of Communities, Child Safety and Disability Services, GPO Box 806, Brisbane Qld 4001

Email: feedback@communities.qld.gov.au

**For complaints about services funded by Queensland Department of Communities, Child Safety and Disability Services*