

Dignity of Care Policy Statement

Dignity of Care

Information for Associated Providers

Churches of Christ in Queensland (COFC) is committed to ensuring that all people receiving aged care are treated with dignity, respect and fairness, and are supported to live their lives in accordance with their values, preferences and choices.

This statement explains how dignity of care is embedded in services delivered by COFC and what is expected of Associated Providers who deliver care on behalf of, or in partnership with, COFC.

Our Commitment to Dignity and Respect

COFC recognises self-determination as a fundamental human right. Every individual is supported to participate in decisions about their care, have their will and preferences respected, and receive inclusive, culturally safe and respectful services.

Care and services are delivered in a way that:

- Upholds dignity, autonomy and personal choice
- Respects culture, identity, diversity and lived experience
- Is free from discrimination, exclusion or judgement
- Supports quality of life, wellbeing and belonging

Consumer-Directed and Person-Centred Care

COFC adopts a consumer-directed approach, where individuals are at the centre of all care and service decisions.

COFC and Associated Providers:

- Respect individual preferences, lifestyles and values
- Deliver care in partnership with individuals and their chosen care partners
- Honour consent and choices about how personal information is shared
- Align care with the Positive Wellbeing Model of Care, which supports holistic wellbeing rather than focusing solely on clinical needs

Assessment and Care Planning

Dignity is upheld through respectful, collaborative assessment and care planning.

Care planning:

- Is conducted in partnership with individuals and, where relevant, their authorised representatives
- Takes a holistic view of social, cultural, spiritual, psychological and health needs
- Supports people to live safely while maintaining independence and identity
- Is reviewed regularly to ensure individuals feel respected, valued and satisfied with their care

Dignity of Risk

COFC recognises that dignity includes the right to take reasonable risks.

Individuals are supported to:

- Make informed choices, even where those choices involve an element of risk
- Receive information about potential risks and supports available
- Retain decision-making authority unless a legal determination of incapacity exists

Associated Providers must respect an individual's informed choices and support dignity of risk, while complying with safety and legal requirements.

Capacity and Authorised Representatives

Every person is presumed to have capacity unless there is evidence otherwise.

Where an individual does not have capacity:

- Decisions are made by their legally authorised representative
- Representatives are engaged in the same way the individual would be, including for cultural and lifestyle choices

COFC provides guidance and oversight.

Associated Providers must respect documented capacity decisions and authorised representatives.

Inclusive and Culturally Safe Care

COFC is committed to inclusive care and has zero tolerance for discrimination.

Care and services must be inclusive of:

- Cultural, linguistic, religious and spiritual diversity
- Aboriginal and Torres Strait Islander peoples
- Diverse genders, sexual orientations and identities
- Psychological and medical care needs

Associated Providers are expected to deliver care that is inclusive, respectful and culturally safe.

Staff Capability and Expectations

Dignity of care is supported through appropriate skills and behaviours.

COFC ensures that staff receive training in:

- Diversity, inclusion and dignity-based care
- Consumer-directed practice
- Respectful communication and decision-making

Associated Providers must ensure their workforce has the knowledge, skills and behaviours required to uphold dignity in care delivery.

Shared Responsibilities

Dignity of care is a shared responsibility.

COFC provides governance, policies, models of care and oversight to ensure dignity is embedded in all services.

Associated Providers deliver care in line with COFC expectations, service agreements and legislative requirements.

Together, we work to ensure every individual feels respected, safe, included and valued.

Feedback and Concerns

Individuals have the right to raise concerns or provide feedback without fear of disadvantage.

Feedback helps COFC and Associated Providers improve dignity, safety and quality in care delivery.