

Care and Service Delivery Policy Statement

Care and Service Delivery

Information for Associated Providers

Churches of Christ in Queensland (COFC) is committed to delivering safe, high-quality, person-centred aged care that respects individual rights, choices and dignity.

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

Our Commitment to Care and Services

COFC is committed to ensuring that individuals receive the right care, at the right time, in the right way, based on their assessed needs, preferences, goals and choices.

All care and services are delivered in a manner that:

- Is safe, effective and evidence-based
- Respects dignity, diversity and cultural needs
- Supports independence, wellbeing and quality of life
- Complies with aged care legislation and quality standards

Person-Centred and Trauma-Informed Care

Care and services are planned and delivered in partnership with each individual and, where appropriate, their family, carers, authorised representatives and Registered Supporters.

COFC and Associated Providers:

- Deliver care that is tailored to individual needs and preferences
- Use a trauma-informed and culturally safe approach
- Support reablement, independence and participation in meaningful activities
- Deliver care in line with each individual's care or service plan

Dignity, Respect and Choice

COFC is committed to upholding dignity, respect and self-determination in all aspects of care and service delivery.

Individuals are supported to:

- Make informed decisions about their care
- Exercise choice and control, including taking reasonable personal risks
- Be treated with respect at all times

Associated Providers are expected to uphold these principles consistently when delivering services on COFC's behalf.

Partnership and Shared Care

Care is delivered through collaboration and partnership.

Where care or services are delivered by an Associated Provider:

- COFC maintains governance oversight and accountability
- Associated Providers deliver services in accordance with agreed care plans, contracts and regulatory requirements
- Information is shared appropriately and with consent to support safe, coordinated care
- Individuals remain central to all decisions, including referrals to external providers and transitions of care.

Advance Care Planning

COFC supports individuals to participate in advance care planning, so their wishes are known and respected.

This may include:

- Advance Care Directives
- Enduring Powers of Attorney
- Statements of Choices (Queensland)

Associated Providers are expected to respect documented advance care decisions and incorporate them into care delivery where relevant.

Safe, Skilled and Qualified Care

COFC ensures that care and services are delivered by workers who are appropriately trained, skilled and qualified.

Associated Providers must:

- Meet all regulatory, professional and contractual requirements
- Ensure staff are competent to deliver the services they provide
- Comply with COFC expectations for safety, competence and professionalism

Agreements and Information

Individuals are provided with clear, accessible information about their care and services before they commence.

Agreements include information about:

- Services to be delivered
- Fees and charges
- Rights and responsibilities
- Privacy and consent arrangements

Associated Providers must deliver services in line with these agreements and provide information in a way individuals can understand.

Feedback, Incidents and Continuous Improvement

COFC values feedback and uses it to improve care and services. Individuals can provide feedback or make complaints without fear of disadvantage. Incidents are reported and managed in line with regulatory requirements. Continuous improvement is supported through learning and review.

Associated Providers are required to cooperate with feedback, incident management and improvement processes.

Shared Responsibilities

Care and service delivery is a shared responsibility.

COFC provides governance, policies, systems and oversight to ensure quality and compliance.

Associated Providers deliver care and services in line with COFC requirements, service agreements and the law.

Together, we work to deliver care that is safe, respectful, effective and centred on each individual.