

Statement of Rights and Statement of Principles

Information for Associated Providers

Purpose

This Policy Statement explains the rights of individuals receiving, or seeking to receive, Australian Government-funded aged care services through Churches of Christ in Queensland (COFC), and the principles that guide how care and services are delivered.

This information is provided to Associated Providers to support shared understanding of expectations when delivering services on behalf of, or in partnership with, COFC.

This Statement reflects our commitment to providing safe, respectful, and high-quality aged care that puts individuals at the centre of everything we do.

Our Commitment

Churches of Christ in Queensland is committed to:

- Respecting, protecting and promoting the Statement of Rights for all individuals accessing funded aged care services
- Delivering care in line with the Statement of Principles, placing safety, wellbeing, and quality of life first
- Partnering with individuals, families, carers, advocates, and Associated Providers to support informed choice and dignity

Associated providers are required to take reasonable and proportionate steps to act compatibly with these rights and principles in all aspects of care and service delivery.

People's Rights in Aged Care

Under the Aged Care Act 2024, people receiving Australian Government-funded aged care services have the following rights.

Churches of Christ in Queensland (COFC) and its Associated Providers are committed to respecting, protecting and supporting these rights in all care and service delivery.

Independence, Choice and Control

People have the right to make decisions about their life and care, to be supported to make decisions where needed, to have their decisions respected, and to take personal risks to maintain their quality of life.

Fair and Equitable Access

People have the right to fair and timely assessment and access to care that is culturally safe, trauma-aware, appropriate to their needs, and inclusive of palliative and end-of-life care when required.

Safe and High-Quality Care

People have the right to be treated with dignity and respect, to receive care that is free from abuse, neglect and discrimination, and to be supported by workers with appropriate skills and experience.

Privacy and Information

People have the right to have their personal and health information protected and to access information about their care, services and costs.

Communication, Feedback and Advocacy

People have the right to receive information in a way they understand, to raise concerns or make complaints without fear, and to stay connected with family, friends, carers and advocates.

Principles Guiding Care

The Statement of Principles guides how the aged care system operates and how care is delivered within Churches of Christ in Queensland (COFC). These principles ensure that care is:

- Person-centred – recognising and respecting each individual's needs, preferences, choices and rights
- Delivered by valued and supported workers and carers – acknowledging the important role of the workforce, families, carers and advocates
- Transparent, accountable and sustainable – ensuring care and services are delivered responsibly and with integrity
- Focused on continuous improvement – learning from feedback and experience to improve care quality over time

These principles guide how COFC and Associated Providers work together with individuals, families, carers and Associated Providers to deliver care that is respectful, safe and aligned with our values.

Responsibilities of Associated Providers

Associated Providers working with COFC are expected to:

- Deliver services in a way that is compatible with the Statement of Rights
- Act consistently with the Statement of Principles when providing care or support
- Support individuals to understand and exercise their rights
- Respect cultural safety, diversity, autonomy, and dignity
- Raise concerns, incidents, or risks promptly in line with governance and reporting requirements

These expectations align with Churches of Christ obligations under the Aged Care Act 2024 and Aged Care Rules 2025.

Raising Concerns or Providing Feedback

Individuals, families, carers, and Associated Providers are encouraged to raise concerns or provide feedback.

Associated providers can raise concerns through our complaints system, which remains a safe and confidential avenue for reporting issues and seeking resolution.

This can be found on our webpage :[Feedback and Complaints | Contact Us | Churches of Christ](#)

Support is also available through:

Aged Care Quality and Safety Commission - [Make a complaint | Aged Care Quality and Safety Commission](#)

[How to contact us | Aged Care Quality and Safety Commission](#)

Independent advocacy services (OPAN) - [Raising concerns and making an effective complaint - OPAN](#)