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CLIENT PARTNERSHIP AND ENGAGEMENT STATEMENT

CHURCHES OF CHRIST
LIFE CARE LIMITED

Statement

Life Care encourages and supports opportunities to engage and partner with clients to facilitate idea sharing, feedback and collective planning and decision-making. We are committed to an organisational culture where we partner collaboratively with clients, and where appropriate, their supporter(s) and partners in care, on an individual and organisational level.

Life Care will work in partnership with clients to provide an engagement process that reflects and respects the individual, their current care and service needs, personal situation and preferences, to ensure that the client's choices are valued and respected and their independence is supported. We recognise and respect the rights of clients to choose their level of involvement in the engagement processes.

Every client is a respected partner in care, empowered with information and choice, supported in their wellness and independence goals, welcomed in their full diversity, and assured of safety and responsive, high-quality service. We do this by:



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PERSON-CENTRED CARE & RESPECT FOR DIGNITY Treat every client as a unique individual with dignity, respect, and compassion. All clients have the right to dignity and respect in their home, and always be free from any form of abuse or neglect, and in all circumstances. Life Care has zero tolerance for abuse and is committed to protecting clients from all forms of abuse. Care plans and services must be tailored to personal needs and values, ensuring the client's identity and choices are honoured.	EFFECTIVE COMMUNICATION & TRANSPARENCY We ensure clients receive all information about their care, including care options, risks and benefits, and any costs or charges, in a timely, clear manner and in their preferred format. We will check that clients understand, and we encourage questions for clients to make informed choices with confidence.
CHOICE, AUTONOMY & INDEPENDENCE Empower clients to direct their own care. Uphold their right to make informed choices, exercise control, take risks (dignity of risk), and maintain or regain independence We uphold supported decision-making, involving supporters, families, carers, or advocates only according to each client's wishes, while always respecting the client's own voice and preferences as the final word in their care	INCLUSION & CULTURAL SAFETY Welcome and value the voices of people from all backgrounds, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) communities, LGBTIQ+ individuals, people with disability, and people of all ages, faiths, and identities. Regardless of culture, language, religion, gender identity, sexual orientation, age, or ability, every client will receive equal respect, culturally safe care, and support tailored to their needs.
WELLNESS, REABLEMENT & GOAL-ORIENTED SUPPORT We deliver care and engagement using a wellness and reablement approach, focusing on each client's strengths and personal goals, and supporting them to maintain or regain their independence and live their best possible life. Care planning emphasises what clients can do and aspire to do, promoting their health, independence, and quality of life.	SAFETY, TRUST & CONTINUOUS IMPROVEMENT We are committed to maintaining a safe, blame-free environment. Clients can freely voice concerns, complaints or suggestions to actively and confidently participate in engagement, free from fear, discrimination, or retribution. We will never penalise individuals for speaking up. Instead, we will acknowledge feedback and act on it to improve our services.

We approach engagement through a lens that everyone's experience is unique, and that everybody matters. Through the Client Engagement Statement, Life Care endorses the following commitments:

- Client feedback will directly shape our services. We continuously learn from what clients tell us and use it to improve care quality, safety, and the overall experience.
- We create a culture of engagement at every service point and at every interaction within our organisation.
- We commit to a wellness and reablement approach in our engagement, focusing on each client's strengths and supporting them to achieve their personal goals, maintain independence, and improve their well-being through active partnership in care planning
- We respect clients' right to choice and control.
- We undertake regular engagement, encourage participation, and create environments and processes that foster active participation.
- We use methods for engagement and ensure diversity of approaches meet varying ways to engage.
- Our engagement is meaningful, transparent and accountable from beginning to end. We close the loop and keep people informed.
- We listen, and act.
- We use results of engagement to purposefully inform service improvements.
- We make no assumptions.

Client engagement provides information that helps us to:

- recognise the importance of the client and their individual needs, preferences and choices to ensure the support suits a person's needs and goals
- balance the approach to managing risk and respecting client rights so that together a solution can be tailored to support quality of life and wellbeing for clients
- receive feedback (including compliments, comments and complaints) about the care and services we provide
- design and deliver services that meet the needs and preferences of clients
- explore and plan opportunities for improvements in relation to the quality, safety and accessibility of care and services.



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Key Responsibilities

An essential part of governance is the fostering of consumer directed care and the development of partnerships. The Board ensures that there is an organisation-wide approach to engaging with clients, not only in the evaluation of care and services, but also in the development, decision-making and implementation processes. This commitment is shared by the relevant Executive Team Member and the workforce, who uphold and seek opportunities to engage clients, using their feedback to facilitate opportunities for further improvement.

Effective client engagement is achieved through:

- mutual value and respect
- clear understanding of roles and expectations to support client engagement activities
- effective and open two-way communication
- supporting the client and/or their supporter(s) to ensure that they can voice their opinions, tell us about their experiences, and provide input into key decisions of the organisation, in particular those related to care and services.

Client Engagement Activities

Client engagement activities include:

- specific care and services activities that support client and family participation in care to shape goals and care plans. This includes case conferencing, collaboration and the provision of information to clients and their supporter(s).
- networking (formal and informal) to support open collaboration
- surveys of clients and other stakeholders
- continuous improvement activities, including systems to review and evaluate practices and processes and measure key areas of care and services
- review of care and support plans in consultation with the client.

Monitoring and Evaluation

The Board receives regular reports that reflect the outcomes of client engagement activities as well as feedback and comments from clients and their supporter(s) to identify and support opportunities for improvement throughout Life Care.



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Reference and Resources

Australian Government, [Strengthened Quality Standards](#) (2025) Aged Care Quality and Safety Commission

Australian Government, [Statement of Rights | Aged Care Quality and Safety Commission](#)



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