**4.**3 Self-Assessment **Worksheets**

# Self-Assessment Worksheet – National Standards for Disability Services

Date of Self-Assessment:

Name of Agency/Organisation:

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| Standard 1: Rights The service or program promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence. | | | | | | | |
| **IoP** | **Indicator of Practice** | **Assessment of current performance**  **(rating = 0, 1 or 2)** | | **Examples of Evidence** | | **Improvement action** | |
| 1.1 | The service or program, its staff and its volunteers treat individuals with dignity and respect. |  | |  | |  | |
| 1.2 | The service or program, its staff and its volunteers recognise and promote individual freedom of expression. |  | |  | |  | |
| 1.3 | The service or program supports active decision-making and individual choice, including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities. |  | |  | |  | |
| 1.4 | The service or program provides support strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent and capable of review. |  | |  | |  | |
| 1.5 | The service or program has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence. |  | |  | |  | |
| 1.6 | The service or program addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured. |  | |  | |  | |
| 1.7 | The service or program supports individuals with information, and if needed, access to legal advice and/or advocacy. |  | |  | |  | |
| 1.8 | The service or program recognises the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability. |  | |  | |  | |
| 1.9 | The service or program keeps personal information confidential and private. |  | |  | |  | |

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| Standard 2: Participation and Inclusion The service or program works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society. | | | | |
| **IoP** | **Indicator of Practice** | **Assessment of current performance**  **(rating = 0, 1 or 2)** | **Examples of Evidence** | **Improvement action** |
| 2.1 | The service or program actively promotes a valued role for people with disability, of their own choosing. |  |  |  |
| 2.2 | The service or program works together with individuals to connect to family, friends and their chosen communities. |  |  |  |
| 2.3 | Staff of the service or program understand, respect and facilitate individual interests and preferences, in relation to work, learning, social activities and community connection over time. |  |  |  |
| 2.4 | Where appropriate, the service or program works with an individual’s family, friends, carer or advocate to promote community connection, inclusion and participation. |  |  |  |
| 2.5 | The service or program works in partnership with other organisations and community members to support individuals to actively participate in their community. |  |  |  |
| 2.6 | The service or program uses strategies that promote community and cultural connection for Aboriginal and Torres Strait Islander people. |  |  |  |

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| Standard 3: Individual Outcomes Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals. | | | | |
| **IoP** | **Indicator of Practice** | **Assessment of current performance**  **(rating = 0, 1 or 2)** | **Examples of Evidence** | **Improvement action** |
| 3.1 | The service or program works together with an individual and, with consent, their family, friends, carer or advocate to identify their strengths, needs and life goals. |  |  |  |
| 3.2 | Service planning, provision and review is based on individual choice and is undertaken together with an individual and, with consent, their family, friends, carer or advocate. |  |  |  |
| 3.3 | The service or program plans, delivers and regularly reviews services or supports against measurable life outcomes. |  |  |  |
| 3.4 | Service planning and delivery is responsive to diversity including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors. |  |  |  |
| 3.5 | The service or program collaborates with other service providers in planning service delivery and to support internal capacity to respond to diverse needs. |  |  |  |

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| Standard 4: Feedback and Complaints Regular feedback is sought and used to inform individual and organisation wide service or program reviews and improvement. | | | | | | | |
| **IoP** | **Indicator of Practice** | **Assessment of current performance**  **(rating = 0, 1 or 2)** | | **Examples of Evidence** | **Improvement action** | | |
| 4.1 | Individuals, families, friends, carers and advocates are actively supported to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences. |  | |  | |  | |
| 4.2 | Feedback mechanisms, including complaints resolution and how to access independent support, advice and representation, are clearly communicated to individuals, families, friends, carers and advocates. |  | |  | |  | |
| 4.3 | Complaints are resolved together with the individual, family, friends, carer or advocate in a proactive and timely manner. |  | |  | |  | |
| 4.4 | The service or program seeks and, in conjunction with individuals, families, friends, carers and advocates, reviews feedback on service provision and supports on a regular basis as part of continuous improvement. |  | |  | |  | |
| 4.5 | The service or program develops a culture of continuous improvement using compliments, feedback and complaints to plan, deliver and review services for individuals and the community. |  | |  | |  | |
| 4.6 | The service or program effectively manages disputes. |  | |  | |  | |

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| Standard 5: Service Access The service or program manages access, commencement and leaving a service in a transparent, fair and equal and responsive way. | | | | |
| **IoP** | **Indicator of Practice** | **Assessment of current performance**  **(rating = 0, 1 or 2)** | **Examples of Evidence** | **Improvement action** |
| 5.1 | The service or program systematically seeks and uses input from people with disability, their families, friends and carers to ensure access is fair and equal and transparent. |  |  |  |
| 5.2 | The service or program provides accessible information in a range of formats about the types and quality of services available. |  |  |  |
| 5.3 | The service or program develops, applies, reviews and communicates commencement and leaving a service processes. |  |  |  |
| 5.4 | The service or program develops, applies and reviews policies and practices related to eligibility criteria, priority of access and waiting lists. |  |  |  |
| 5.5 | The service or program monitors and addresses potential barriers to access. |  |  |  |
| 5.6 | The service or program provides clear explanations when a service is not available along with information and referral support for alternative access. |  |  |  |
| 5.7 | The service or program collaborates with other relevant organisations and community members to establish and maintain a referral network. |  |  |  |

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| Standard 6: Service Management The service or program has effective and accountable service management and leadership to maximise outcomes for individuals. | | | | |
| **IoP** | **Indicator of Practice** | **Assessment of current performance**  **(rating = 0, 1 or 2)** | **Examples of Evidence** | **Improvement action** |
| 6.1 | Frontline staff, management and governing bodies are suitably qualified, skilled and supported. |  |  |  |
| 6.2 | Practice is based on evidence and minimal restrictive options and complies with legislative, regulatory and contractual requirements. |  |  |  |
| 6.3 | The service or program documents, monitors and effectively uses management systems including Work Health Safety, human resource management and financial management. |  |  |  |
| 6.4 | The service or program has monitoring, feedback, learning and reflection processes which support continuous improvement. |  |  |  |
| 6.5 | The service or program has a clearly communicated organisational vision, mission and values which are consistent with contemporary practice. |  |  |  |
| 6.6 | The service or program has systems to strengthen and maintain organisational capabilities to directly support the achievement of individual goals and outcomes. |  |  |  |
| 6.7 | The service or program uses person-centred approaches including the active involvement of people with disability, families, friends, carers and advocates to review policies, practices, procedures and service provision. |  |  |  |