**Self-Assessment Worksheet – National Standards for Disability Services**

Date of Self-Assessment:  
Name of NPA provider:

**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.

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| **IoP** | **Indicator of Practice** | **Assessment of current performance (rating = 0, 1 or 2)** | **Examples of Evidence** | **Improvement action** |
| 1.1 | The service, its staff and its volunteers treat individuals with dignity and respect |  |  |  |
| 1.2 | The service, its staff and its volunteers recognise and promote individual freedom of expression |  |  |  |
| 1.5 | The service has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence |  |  |  |
| 1.6 | The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured |  |  |  |
| 1.9 | The service 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.

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| **IoP** | **Indicator of Practice** | **Assessment of current performance (rating = 0, 1 or 2)** | **Examples of Evidence** | **Improvement action** |
| 2.1 | The service actively promotes a valued role for people with disability, of their own choosing |  |  |  |
| 2.6 | The service 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.

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| **IoP** | **Indicator of Practice** | **Assessment of current performance (rating = 0, 1 or 2)** | **Examples of Evidence** | **Improvement action** |
| 3.4 | The service works together with an individual and, with consent, their family, friends, carer or advocate to identify their strengths, needs, and life goals |  |  |  |
| 3.5 | The service 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.

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| **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 |  |  |  |
| 4.3 | Complaints are resolved in collaboration with the individual, family, friends, carer or advocate in a proactive and timely manner |  |  |  |
| 4.6 | The service 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

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| **IoP** | **Indicator of Practice** | **Assessment of current performance (rating = 0, 1 or 2)** | **Examples of Evidence** | **Improvement action** |
| 5.2 | The service provides accessible information in a range of formats about the types and quality of services available |  |  |  |

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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.

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| **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 the minimal restrictive options and complies with legislative, regulatory and contractual requirements |  |  |  |