

## 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.

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.

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.

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.

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

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.

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			