

4.3 Self-Assessment Worksheets

Self-Assessment Worksheet – National Standards for Disability Services

Date of Self-Assessment:

Name of Agency/Organisation:

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.			