# CTO Quality Portal

How to streamline your compliance and quality management responsibilities

**November 2017**

# Standards in SPP

# Sample Set of Standards
## NSW Disability Standards



**NSW: Disability Standards (2012)**

Home   NSW: Disability Standards (2012)

**Self-assessments**

Listed below are the Standards you need to complete for NSW: Disability Standards (2012). Select any standard to expand its contents and view the linked assessments.

Your current progress for each assessment is displayed in the bar shown beside each standard. Click on the arrow button to view a results graph and to print the assessments.

🗁 OPEN EVIDENCE PACK

▾ DOWNLOAD ACTION PLAN

🖥 VIEW PROGRESS GRAPH

| | Assessments: | Status: | |
|---|---|---|---|
| > **1. Rights (NSW DS)** | Not Started | 0% | ▾ |
| > **2. Participation and Inclusion (NSW DS)** | Not Started | 0% | ▾ |
| > **3. Individual Outcomes (NSW DS)** | Not Started | 0% | ▾ |
| > **4. Feedback and Complaints (NSW DS)** | Not Started | 0% | ▾ |
| > **5. Service Access (NSW DS)** | Not Started | 0% | ▾ |
| > **6. Service Management (NSW DS)** | Not Started | 0% | ▾ |

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| | Assessments: | Status: | |
|---|---|---|---|
| ˅ **1. Rights (NSW DS)** | Not Started | 0% | ▾ |
| Client Rights | | 0% | |
| Human Rights | | 0% | |
| Client Safety | | 0% | |
| Personal Records and Privacy | | 0% | |
| Client and Community Feedback | | 0% | |

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**Client Rights**

Home   NSW: Disability Standards (2012)   1. Rights (NSW DS)

This assessment asks questions about the approach utilised by the organisation to protect and inform clients, staff and other relevant people about their legal/human rights and responsibilities.

Not Started
0%

Where the organisation has evidence to support an answer, use the Link Evidence button to attach evidence. A guide to the types of evidence applicable for this assessment is here - Evidence Guide: Client Rights

Filter:
✔ ALL QUESTIONS ▾   🖨

**Evidence Pack**

🔗 LINK EVIDENCE

🗁 OPEN EVIDENCE PACK

✔ **Does the organisation follow documented policies and procedures that provide clients with protection of their legal and human rights and of their right to privacy, dignity and confidentiality?**

○ Yes
○ No

⚠ **Does the organisation provide staff with a clear ethical framework for their behaviour and interactions with clients?**

○ Yes
◉ No

**Action Needed**
Develop and document professional ethics policy
📄 Policy: Professional Ethics and Conduct

| Notes | Assigned To: | 👤 Sheena Stavrou |
|---|---|---|
| | Due Date: | 📅 24/11/2017 |

*This is a subset of questions under the assessment titled "Client Rights"*

# Standards Action Plan - Onscreen

Each time the organisation answers "No" to an assessment, it is added to the "Standards Action Plan" :

# Standards Action Plan – Download to PDF or Excel

| Standard | Quiz | Question | Action | Notes | Assigned To | Due Date | Completed | Completed Date | Missing Checklist Answers |
|---|---|---|---|---|---|---|---|---|---|
| 1. Rights (NSW DS) | Client Rights | Does the organisation provide staff with a clear ethical framework for their behaviour and interactions with clients? | Develop and document professional ethics policy | | Sheena Stavrou | 24/11/2017 | Yes | 10/11/2017 | |
| 1. Rights (NSW DS) | Client Rights | Are all clients, staff and other relevant people made aware of the rights and responsibilities of clients? | Implement strategies to ensure awareness of client rights | Refer to Staff Training Manual | Sheena Stavrou | 17/11/2017 | No | | |
| 1. Rights (NSW DS) | Client Rights | Do clients understand and feel able to exercise their rights? | Ensure clients understand their rights. | | | | No | | |

# Self-Assessment Evidence Pack

# Accreditation Evidence Report – Onscreen or PDF

## NSW: Disability Standards (2012) - Web Report

← BACK TO EVIDENCE PACK | 📄 PDF EXPORT | 📄 EXCEL EXPORT | 🖨

### Standard 1 Rights

**Practice Requirement 1**

Each person is aware of their rights and can expect to have them respected

| Identifier | Requirements | Result | Evidence Documentation |
|---|---|---|---|
| | • Each person will have access to information and support to understand and exercise their legal and human rights | Incomplete | Client rights charter 📄 Client-rights-charter1.docx (0.01 MB) page 5 |
| | • Each person will receive a service that maximises their choices for social participation and cultural inclusion | Incomplete | |
| | • Each person will receive a service in an environment free from discrimination, abuse, neglect and exploitation | Met | |
| | • Each person will receive a service that reflects their right to privacy and have their personal records and details about their lives dealt with in an ethical and confidential manner in line with relevant legislation | Met | Client rights charter 📄 Client-rights-charter1.docx (0.01 MB) page 5 |
| | • Each person can expect service providers to support and encourage self-protective strategies and behaviours that take into account their individual and cultural needs | Met | |
| | • Each person can expect service providers to uphold their right to make decisions, including medical treatments and interventions, and when this is not possible, assisted or substituted (alternative) decision making is in line with the person's expressed wishes, if known and if not, with their best interests | Incomplete | Client rights charter 📄 Client-rights-charter1.docx (0.01 MB) page 5 |
| | • Each child with a disability has the same rights and freedoms as all other children and service providers will take each child's best interests into account when providing services. | Incomplete | |

**SPP** STANDARDS AND PERFORMANCE PATHWAYS
*The system you need to manage quality, risk and compliance*

**BNG** BREAKING NEW GROUND
NGO SERVICES ONLINE

# Reading Room

## Reading Room

The Reading Room brings together all the evidence guides, tools and templates from across SPP for easy access.

Evidence Guides are organised by accreditation and resources by topic/sub-topic. Click on the relevant links below to start browsing or search for a document by keyword. Resources are available either as PDFs or Word docs.

🔍 Search resources by resource title, keyword or filename     ✖     🔍 SEARCH

### › SPP Resources by Topic

Organisation Foundations
Governance & Management
Planning, Development & Performance
Human Resources
Finance & Asset Management
External Relationships & Stakeholders
Safe Environment
Information & Technology
Communications
Services & Activities

### › SPP Evidence Guides, Help & Updates

Evidence Guides
Help
Updates

## Human Resources

Home    Reading Room

🔍 Search resources by resource title, keyword or filename

### › Workplace Relations

### › Workforce Planning

### › Staff Recruitment

### › Staff Induction

### › Performance Management

### › Learning & Development

### › Staff Exit

### › Volunteers

### › Students

## ⌄ Staff Recruitment

📄 Board or management committee: Agreement to act - Chairperson

📄 Board or management committee: Agreement to act - Secretary

📄 Board or management committee: Agreement to act - Treasurer

📄 Board or management committee: Members position descriptions

📄 Board or management committee: Secretary position description

📄 Board or management committee: Succession policy

📄 Board or management committee: Treasurer position description

📄 Info: Board or Management Committee - Recruiting and Appointing

📄 Info: Consultants

📄 Info: Staff Recruitment - Checking References

📄 Info: Staff Recruitment - Contractors

📄 Info: Staff Recruitment - Interviews

📄 Info: Staff Recruitment - Legal and Compliance Requirements

📄 Info: Staff Recruitment - Process

📄 Policy: Staff Induction

📄 Policy: Staff Position Descriptions

📄 Policy: Staff Recruitment

📄 Staff Recruitment, Selection and Appointment Policy Template

📄 Template: Board or Management Committee - Recruitment Strategy

📄 Template: Consultancy Contract - Sample

📄 Template: Employment Contract

📄 Template: Offer of Employment

📄 Template: Staff Position Description

📄 Template: Staff Recruitment - Applicant Short-listing Assessment

📄 Template: Staff Recruitment - Confidentiality Agreement

📄 Template: Staff Recruitment - Interview Assessment

📄 Template: Staff Recruitment - Interview Summary

📄 Template: Staff Recruitment - Process Checklist

📄 Template: Staff Recruitment - Reference Check

📄 Template: Staff Recruitment Kit