
CTO Quality Portal

How to streamline your compliance and quality management responsibilities

November 2017

Standards in SPP

BNG Community Transport

CTO Quality Portal

Home Standards Standards Action Plan Documents Risk & Compliance Planning & Performance Reading Room Help

NSW Bus Operator Accreditation Standards (BOAS)

☆ NSW: Bus Operator Accreditation Standards (BOAS) (2014) Status: 0%

Australian National Standards

☆ Australian Service Excellence Standards (ASES) Award (Version 3, 2016) Status: 0%

☆ Australian Service Excellence Standards (ASES) Certificate (Version 3, 2016) Status: 0%

☆ Charities and Not-for-Profit Governance Standards - ACNC (2013) Status: 0%

☆ Community Legal Service Standards (2001) Status: 0%

☆ Disability Services Standards (Advocacy) (2012) Status: 0%

☆ Family Support Program Administrative Approval Requirements (2011) Status: 0%

☆ Home Care Standards (2015) Status: 0%

Australian State & Territory Standards

☆ ACT: Pre-Qualifications for Human Services (2011) Status: 0%

☆ ACT: Community Care and Protection Service Provider Criteria (2015) Status: 0%

☆ NSW: Bus Operator Accreditation Standards (BOAS) (2014) Status: 0%

☆ NSW: Child Safe Standards for Permanent Care (2015) Status: 0%

☆ NSW: Community Services Good Practice Guidelines

☆ NSW: Disability Services Key Performance Indicators (2012)

☆ NSW: Disability Standards (2012)

☆ NSW: Problem Gambling Treatment Services Standards (2013)

☆ NSW: Specialist Homelessness Service Standards (2014)

☆ NSW: Standards for Statutory Out of Home Care (2013)

Specialist Access Standards

① Alcohol and Drug Therapeutic Communities Standards (2013)

☆ Attendant Care Industry Standard (2013)

① Evaluation and Quality Improvement Program (EQUIP5)

① National Accreditation Scheme for Community Legal Centres (NAS CLC) - Phase 2

① QIC Health and Community Services Standards (2010)

① White Ribbon Standards (2012)

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](#)

Standard	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%

Assessments: Not Started

Status: 0%

1. Rights (NSW DS)

- Client Rights
- Human Rights
- Client Safety
- Personal Records and Privacy
- Client and Community Feedback

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.

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](#)

[LINK EVIDENCE](#)

[OPEN EVIDENCE PACK](#)

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

Your Standards Action Plan pulls together all the action items for a particular set of standards. You can choose to see actions assigned to all users or to a specific user. But first you need to select a set of standards from the drop-down list and click the search button.

Once you've done that and your actions appear below, you can edit or mark them as complete and even export a formatted report of your actions either as an Excel spreadsheet or PDF.

Standards:

Show Tasks Assigned To:


NSW: Disability Standards (2012) ▾

All Users ▾

SEARCH


CLEAR


1. Rights (NSW DS) Client Rights

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

Action Needed
Develop and document professional ethics policy
[Policy: Professional Ethics and Conduct](#)

Notes

Assigned To:  Sheena Stavrou

Due Date:  24/11/2017

SAVE ITEM

COMPLETE

VIEW IN ASSESSMENT →

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

Self-Assessment Evidence Pack Archives

SAVE TO DOWNLOAD

Current Self-Assessment Evidence Pack

LINK EVIDENCE

> 1. Rights (NSW DS)	Complete 100%
> 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%

1. Rights (NSW DS)

Complete
100%

Client Rights

100%

Staff policy on client rights

Client rights charter

Staff-Policy---Client-Rights1.docx (0.01 MB) ✖

Client-rights-charter1.docx (0.01 MB) ✖

page 5

Human Rights

100%

No attachments

Client Safety

100%

No attachments

Personal Records and Privacy

100%

No attachments

Client and Community Feedback

100%

No attachments

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
	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> Each person will receive a service that maximises their choices for social participation and cultural inclusion 	Incomplete	
	<ul style="list-style-type: none"> Each person will receive a service in an environment free from discrimination, abuse, neglect and exploitation 	Met	
	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> 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	
	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> 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	

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.

Q Search resources by resource title, keyword or filename

x Q 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

Q 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