



# THE ORGANISATION SELF-ASSESSMENT TOOLS

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Undertaking the assessment is a valuable process providing service providers with the means to assess and understand their own systems and program operations in order to strengthen the services they deliver to the community.

There are five Organisational Self-Assessment Tools (OSATs).

- 1. Consumer OSAT** – This consists of fourteen statements that relate to the support being received by consumers.
- 2. Carer OSAT** – This consists of twenty-eight statements that relate to the support being received by the person being cared for and how the carer is supported in their caring role.
- 3. Two levels of Staff OSAT** – One for Direct Care Workers and one for Non-Direct Care Workers. They consist of twenty-eight statements that relate to the support consumers receive and how staff feel they are supported by their manager.
- 4. Leader OSAT** – This consists of twenty-eight statements that relate to how the organisation supports its consumers and how the organisation supports its staff.

Survey participants are asked to evaluate a range of statements according to the level of agreement or disagreement they choose. There are five ordered response levels

**Strongly agree – Agree – Neither agree nor disagree – Disagree – Strongly disagree**

The assessment is not, in itself, intended for use as an accreditation tool, although it is likely to be a useful tool for organisations that are preparing for or participating in a quality review using the Community Care Common Standards. If your organisation has already attained accreditation, it may serve to reinforce your commitment to the process of continual improvement.

It is also not intended to be a detailed audit tool that looks at every aspect of organisational practice. Rather it is a tool designed to broadly identify person-centred practice that is good and areas for improvement.

After completing the assessment, you should review the findings. The aim of the exercise is to identify areas of achievement and those in need of improvement in order to make enhancements and take corrective actions. The process for doing this is described in Section 4.

## Consumer OSAT

The statements below relate to the support you receive

### Valuing people

#### I am valued as an individual

My personal values and beliefs are respected  
Staff take the time to listen to me

### Autonomy

#### I am involved in decisions about my support

I am supported to do the things that are important to me  
My life choices are respected

### Life experience

#### Staff know who I am and what's important to me

I am respected and valued for who I am

### Understanding relationships

#### I have a good relationship with the staff who support me

I am a partner in my support team  
I am supported to maintain relationships and activities that are important to me

### Environments

#### Staff have the flexibility to provide the support that I need

When there are issues, staff work with me to address them  
My feedback is acknowledged and acted upon

**Carer OSAT**  
The statements below relate to the support received by the person you care for

|                                    |  |
|------------------------------------|--|
| <b>Valuing people</b>              | <b>They are valued as an individual</b><br>Their personal values and beliefs are respected<br>Staff take the time to listen to them  |
| <b>Autonomy</b>                    | <b>They are involved in decisions about their support</b><br>They are supported to do the things that are important to them<br>Their life choices are respected  |
| <b>Life experience</b>             | <b>Staff know who they are and what's important to them</b><br>They are respected and valued for who they are  |
| <b>Understanding relationships</b> | <b>They have a good relationship with the staff who support them</b><br>They are a partner in their support team<br>They are supported to maintain relationships and activities that are important to them |
| <b>Environments</b>                | <b>Staff have the flexibility to provide the support that they need</b><br>When there are issues, staff work with them to address these<br>Their feedback is acknowledged and acted upon                   |

**Carer OSAT**  
The statements below relate to how you are supported in your caring role

|                                    |   |
|------------------------------------|---|
| <b>Valuing people</b>              | <b>I am valued as an individual</b><br>My personal values and beliefs are respected<br>Staff take the time to listen to me  |
| <b>Autonomy</b>                    | <b>I am involved in decisions about the support provided to us</b><br>I am supported to do the things that are important to me<br>My life choices are respected                           |
| <b>Life experience</b>             | <b>Staff know who I am and what's important to me</b><br>I am respected and valued for who I am   |
| <b>Understanding relationships</b> | <b>I have a good relationship with the staff who support us</b><br>I am a partner in the support team<br>I am supported to maintain relationships and activities that are important to me |
| <b>Environments</b>                | <b>Staff have the flexibility to provide the support that I need</b><br>When there are issues, staff work with me to address them<br>My feedback is acknowledged and acted upon           |

## Staff Direct Care Worker OSAT

The statements below relate to the support you provide to the people you care for

|                                    |   |
|------------------------------------|---|
| <b>Valuing people</b>              | <p><b>I value them as individuals</b><br/>         I respect their personal values and beliefs<br/>         I take the time to listen to them</p>   |
| <b>Autonomy</b>                    | <p><b>They are involved in decisions about their support</b><br/>         They are supported to do the things that are important to them<br/>         Their life choices are respected</p>                          |
| <b>Life experience</b>             | <p><b>I know who they are and what's important to them</b><br/>         I respect and value them for who they are</p>   |
| <b>Understanding relationships</b> | <p><b>I have good relationships with them</b><br/>         I encourage them to be a partner in the support team<br/>         I support them to maintain relationships and activities that are important to them</p> |
| <b>Environments</b>                | <p><b>I have the flexibility to provide the support that they need</b><br/>         When there are issues, I work with them to address these<br/>         I acknowledge and act on their feedback</p>               |

## Staff Direct Care Worker OSAT

The statements below relate to how you are supported by your manager

|                                    |   |
|------------------------------------|---|
| <b>Valuing people</b>              | <p><b>I am valued as an individual</b><br/>         My personal values and beliefs are respected<br/>         My manager takes the time to listen to me</p>   |
| <b>Autonomy</b>                    | <p><b>I am supported to use my judgment in decisions</b><br/>         I am supported to do the things that are important to me<br/>         My life choices are respected</p>   |
| <b>Life experience</b>             | <p><b>My manager knows me and what's important to me</b><br/>         I am respected and valued for who I am</p>  |
| <b>Understanding relationships</b> | <p><b>I have a good relationship with my manager</b><br/>         I am a valued member of my team<br/>         I am supported to work collaboratively with other community services to meet the needs of our consumers</p>          |
| <b>Environments</b>                | <p><b>I am supported to be flexible in meeting the needs of our consumers</b><br/>         They support me to work through issues and improve my skill<br/>         My feedback and suggestions are acknowledged and acted upon</p> |

**Staff Non-Direct Care Worker OSAT**  
The statements below relate to the support consumers receive

|                                    |   |
|------------------------------------|---|
| <b>Valuing people</b>              | <b>They are valued as individuals</b><br>Their personal values and beliefs are respected<br>We take the time to listen to them  |
| <b>Autonomy</b>                    | <b>They are involved in decisions about their support</b><br>They are supported to do the things that are important to them<br>Their life choices are respected                                       |
| <b>Life experience</b>             | <b>Our staff get to know them and what's important to them</b><br>They are respected and valued for who they are  |
| <b>Understanding relationships</b> | <b>We have good relationships with them</b><br>They are encouraged to be partners in their support team<br>They are supported to maintain the relationships and activities that are important to them |
| <b>Environments</b>                | <b>We have the flexibility to provide the support that they need</b><br>When there are issues, staff work with them to address these<br>Their feedback is acknowledged and acted upon                 |

**Staff Non-Direct Care Worker OSAT**  
The statements below relate to how you are supported by your manager

|                                    |   |
|------------------------------------|---|
| <b>Valuing people</b>              | <b>I am valued as an individual</b><br>My personal values and beliefs are respected<br>My manager takes the time to listen to me  |
| <b>Autonomy</b>                    | <b>I am supported to use my judgment in decisions</b><br>I am supported to do the things that are important to me<br>My life choices are respected  |
| <b>Life experience</b>             | <b>My manager knows me and what's important to me</b><br>I am respected and valued for who I am   |
| <b>Understanding relationships</b> | <b>I have a good relationship with my manager</b><br>I am a valued member of the management team<br>I am supported to develop collaborations with other community services to meet the needs of our consumers |
| <b>Environments</b>                | <b>I am supported to be flexible in meeting the needs of our consumers</b><br>They support me to work through issues and improve my skills<br>My feedback and suggestions are acknowledged and acted upon     |

## Leader OSAT

The statements below relate to how the organisation supports its consumers

|                                    |   |
|------------------------------------|---|
| <b>Valuing people</b>              | <b>They are valued as individuals</b><br>Their personal values and beliefs are respected<br>We take the time to listen to them  |
| <b>Autonomy</b>                    | <b>They are involved in decisions about their support</b><br>They are supported to do the things that are important to them<br>Their life choices are respected                                       |
| <b>Life experience</b>             | <b>We get to know them and what's important to them</b><br>They are respected and valued for who they are   |
| <b>Understanding relationships</b> | <b>We have good relationships with them</b><br>They are encouraged to be partners in their support team<br>They are supported to maintain the relationships and activities that are important to them |
| <b>Environments</b>                | <b>We have the flexibility to provide the support that they need</b><br>When there are issues, staff work with them to address them<br>Their feedback is acknowledged and acted upon                  |

## Leader OSAT

The statements below relate to how the organisation supports its staff

|                                    |  |
|------------------------------------|--|
| <b>Valuing people</b>              | <b>They are valued as individuals</b><br>Their personal values and beliefs are respected<br>We take the time to listen to them   |
| <b>Autonomy</b>                    | <b>They are supported to use their judgment in decisions</b><br>They are supported to do the things that are important to them<br>Their life choices are respected   |
| <b>Life experience</b>             | <b>We know them and what's important to them</b><br>They are respected and valued for who they are   |
| <b>Understanding relationships</b> | <b>We have good relationships with them</b><br>They are valued members of their teams<br>They are supported to collaborate with other community services to meet the needs of our consumers                  |
| <b>Environments</b>                | <b>We give them the flexibility to provide the support that is needed</b><br>We support them to work through issues and improve their skills<br>Their feedback and suggestions are acknowledged and acted on |