



## Documenting your service self-assessment

The self-assessment is documented in an electronic *Self-Assessment Workbook*, allowing you to record the evidence you have collected to demonstrate that your organisation complies with the 11 minimum service standards. You need to enter this evidence into the electronic *Self-Assessment Workbook* available on the Department of Child Safety website and send it to the community support team.

Although documenting your evidence in the *Self-Assessment Workbook* should be easy and timely to complete, you will need to ensure that your service has allocated sufficient time and resources to collect the evidence required. The *Self-Assessment Workbook* requires a vast array of process documentation and therefore it may be appropriate to allocate sections of the self-assessment workbook to different team members within your service or organisation, and to share information between services under a common auspice organisation if appropriate.

You will then need to plan for and conduct staff and management awareness sessions involving as many staff as necessary to gain a true reflection of your service. This may involve individual interviews of questionnaires or could be conducted through group sessions as long as all in the representative sample or group provide are involved in responding to each criterion.

You will then need to gather output documentation and seek stakeholder feedback. Again it may be appropriate and timelier to delegate tasks in relation to these activities to individuals within the service or organisation.

It is then imperative that responsibility be delegated for finalising the self assessment, reporting to the management committee, reporting to the department and progressing action.

Remember that your community resource officer is available to provide you with advice and support regarding conducting your self-assessment.

### Completing the Self-Assessment Workbook

To complete the *Self-Assessment Workbook* you must forward a copy of the completed self-assessment workbook via e-mail or if you don't have e-mail send a hard copy to your community resource officer.

Your community resource officer will also require e-mail or hard copies of:

- the written process documentation considered in evidence
- the survey or interview notes with staff and management showing their awareness of the process documentation
- any documented evidence used to assess output documentation
- the survey or interview notes for stakeholder views.

If the community resource officer identifies any gaps in your self-assessment workbook or any evidence that is missing then these will be discussed directly with the service prior to the application being accepted.

