

# Supervisor-supported assessment tool for the Australian community work practice guidelines

## How to use the assessment tool

This assessment tool has been designed for a practitioner and supervisor to work through together. The indicators are taken from the *Australian Community Work Practice Guidelines* and represent the ideal in professional practice. Clearly no two practitioners or workplaces are the same and some indicators will not apply to either a particular workplace or worker. In this case, the N/A facility should be used.

Ideally each indicator (where it is relevant within the workplace) should be in evidence. We recognise, however, that some of the indicators of good practice may be only partially in evidence if, for example, a practitioner is new to the job, the organisation is part of a larger organisation, or the practitioner is a new graduate or employee. In recognition of this the indicators can be answered as 'yes', 'no', 'partially' or 'N/A'. Indicators marked 'partially' may help identify opportunities for professional development. The tool also provides space for notes or evidence if there is a need to demonstrate why an indicator has been addressed in a particular way, or if there is fundamental disagreement between practitioner and supervisor.

We are not expecting a perfect score but an experienced practitioner should be able to answer 'yes' to most of the statements; inexperienced staff should regard the responses 'no' and 'partially' as a learning opportunity - not as a failure. Working through the assessment tool with a supervisor also provides a positive opportunity for an organisation to recognise where training opportunities, policy development and learning resources for staff can be strengthened.

The full version of Australian Community Work Practice Guidelines is relevant to all community workers in Australia and is available on the Community Work Australia website, [communitywork.org.au](http://communitywork.org.au)

## Assessment tool - Supervisor supported

Indicator		Evident (Practitioner)				Agree/Disagree (Supervisor)				Evidence/Notes
<b>1. Ethical practice</b>										
1.1	Applies the principles of social justice, equity, individual worth, human dignity, and self-determination in all day to day professional practice.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
1.2	Practices ethical behaviour in every situation in accordance with the Australian Community Workers Code of ethics.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
1.3	Seeks advice when confronted with an insurmountable ethical dilemma.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
1.4	Challenges policies and practices that are unjust or fail to meet accepted community standards e.g. human and legal rights	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
1.5	Reflects on personal beliefs and values and identifies those that might adversely impact on the rights of others.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
1.6	Bases relationships with service users or groups on the principles of respect and human dignity regardless of a service user's own attitudes or behaviour	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
1.7	Identifies and appropriately addresses ethical issues, such as breaches of confidentiality, privacy, and professional boundaries that may occur when using online tools for service provision.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
1.8	Uses resources and public monies responsibly and for their specified purpose.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
1.9	Uses knowledge and skills for the benefit of the service user, the employing organization, and the common good.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	

2. Provision of service and supports										
2.1	Provides services that meet the needs of individuals and communities and facilitates their right to social inclusion or social justice.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
2.2	Encourages service users to actively provide feedback on the effectiveness or otherwise of services	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
2.3	Routinely advises service users of their right to complain and how to access the organisation's complaints policy	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
2.4	Does not discriminate against or disadvantage service users who make a complaint	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
2.5	Uses appropriate research, planning and evaluation methodologies when providing community and human services	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
2.6	Facilitates effective outcomes by monitoring, evaluating, and improving upon services, programs, and projects.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
2.7	Retains currency in theory and practice to underpin their provision of human services	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
2.8	Advocates for service users and needed services.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
2.9	Recognises the sometime imbalance of power between practitioners and service users and does not abuse that authority	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
3. Confidentiality in the workplace										
3.1	Is familiar with the relevant legislation and the organisation's policies relating to confidentiality and privacy.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
3.2	Informs service users of who has access to his or her file and under what circumstances the information contained therein is or may be shared.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	

3.3	Provides service users with access to their own files and alerts them to the process to record or amend any representation, notation, or omission with which they disagree.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
3.4	Protects a service user's privacy through secure record keeping	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
3.5	Seeks informed consent from service users before sharing confidential information, unless required by law	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
3.6	Advocates for non-disclosure of confidential information where a practitioner believes that disclosure would adversely affect a service user	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
3.7	Provides privacy to service users who wish to discuss sensitive matters.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
3.8	Destroys obsolete confidential information or records in a secure manner	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
3.9	Applies the principles of confidentiality to information that pertains to colleagues and employers.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
3.10	Reminds colleagues who disclose confidential information of their obligation regarding the privacy of others	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
<b>4. The regulatory framework</b>										
4.1	Complies with legislation and statutory provisions which affect professional practice.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
4.2	Alerts their employer of relevant legislation not observed by the organisation.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
4.3	Deals with service-user information in accordance with the principles and requirements of legislation including that which governs privacy, confidentiality and freedom of information	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
4.4	Works within the legal limitations around the right to confidentiality.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	

4.5	Informs service users about the legal limitations to their right to confidentiality and privacy	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
4.6	Ensures information systems relating to service users, resources, programs and projects are in place, and kept in accordance with legislation and organisational policy and procedural requirements	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
4.7	Ensures that the fundamental human rights of an individual are not ignored through the misuse of authority granted through law	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
4.8	Understands which pieces of legislation govern organisational behaviours, for example, workplace health and safety.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
<b>5. Diversity</b>										
5.1	Responds appropriately to diversity in all its forms.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
5.2	Acknowledges and promotes the rights of culturally and other diverse groups.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
5.3	Challenges organisational behaviours and services that discriminate on the basis of individual or group characteristics including ability, age, beliefs, economic, employment and housing status, ethnicity, faith, gender and gender identity, and sexuality.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
5.4	Recognises personal values and bias and takes steps to safeguard against any adverse impact these might have on a service user's right to a service. Recognises and declares any conflict of interest	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
5.5	Gains information from relevant individuals and Indigenous and culturally diverse communities to ensure professional practice, policy, or service development is appropriate to community and service user needs.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	

5.6	Engages in individual and collaborative knowledge building to ensure professional practice with culturally or otherwise diverse or minority groups is appropriate and effective.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
5.7	Adapts communication means and methods to effectively connect with a diverse range of people	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
5.8	Uses culturally appropriate verbal and non-verbal communication when engaging with individuals and community members.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
<b>6. The workplace</b>										
6.1	Understands and respects the nature and context of the workplace, which may also be the residence or home of service users.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
6.2	Continuously develops and uses knowledge and skills within the workplace for the benefit of service users, colleagues, and employers	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
6.3	Maintains professional boundaries with service users and colleagues.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
6.4	Acknowledges and protects confidential, sensitive or commercially valuable workplace information and intellectual property	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
6.5	Treats colleagues with respect, honesty, and consideration.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
6.6	Deals with conflict in a timely manner.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
6.7	Reports discriminatory, bullying or otherwise adverse behaviour of a colleague toward clients or another staff person.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
6.8	Recognises and takes individual responsibility for workplace health and safety.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
6.9	Understands and implements organisational policy and procedures.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	

6.10	Takes up any areas of concern, either regarding policies, service provision or workplace behaviors with the appropriate supervisor, manager, or the employer.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
<b>7. Professional development</b>										
7.1	Identifies skill and knowledge gaps and remedies through training, supervision, or other means.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
7.2	Seeks appropriate professional support, mentoring or advice to address personal and professional limitations	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
7.3	Critically analyzes the profession, human service agencies and organisations, and social institutions in all aspects of the community work role	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
7.4	Acknowledges personal responsibility and accountability for actions, decisions, and professional development	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
7.5	Increases knowledge and information about the profession, the sector, or areas of practice through active engagement with research and enquiry.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
7.6	Keeps abreast of current research, models of practice, and theory.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
7.7	Supervises students, staff, and volunteers in an ethical manner and from an appropriately qualified knowledge base	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
7.8	Shares information and knowledge with colleagues	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
<b>8. Professional standing</b>										
8.1	Knows, understands and works within the ethical norms of the profession.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
8.2	Maintains appropriate professional and personal boundaries with service users and colleagues	Yes	No	Partially	N/A	Yes	No	Partially	N/A	

8.3	Seeks support and guidance when personal issues are affecting professional conduct or practice	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
8.4	Recognises and redresses inadequate knowledge and experience through professional development, training, support, or supervision.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
8.5	Promptly addresses the inappropriate, unethical or illegal behaviour of a colleague through appropriate means.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
8.6	Exhibits awareness of social, political, legal, cultural and organisational contexts and systems, and how they might impact on the community work profession.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
8.7.	Acknowledges and supports the right of service users, carers, members of the public and colleagues to make a complaint against the unethical, unprofessional, or inept practice of a community work practitioner	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
8.8	Demonstrates an understanding of relevant legislation and legal frameworks which specify responsibilities towards clients, colleagues, employers, or community members in the workplace	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
8.9	Promotes, takes pride in, and advances the profession of community work	Yes	No	Partially	N/A	Yes	No	Partially	N/A	
8.10	Recognises that private behaviour should not have an adverse impact on professional practice or the profession.	Yes	No	Partially	N/A	Yes	No	Partially	N/A	

## Details

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Name

Training options

Further comment

## Declaration

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I declare that the above information I have provided in relation to this request is true and accurate to the best of my knowledge. I confirm that I have read and understood the relevant review and appeal policies.

Please tick this box to signify that you accept this declaration.

Name

Date