



## Australian Service Excellence Standards (ASES)

### YOU ARE INVITED TO ATTEND AN AUSTRALIAN SERVICE EXCELLENCE STANDARDS INFORMATION SESSION

If you are interested in developing skills in quality using the  
ASES we invite you to attend our next  
Information Session.

ASES provides free  
Resources and tools to help organizations to improve their services.

Managers and staff are encouraged to attend.

#### At these sessions we discuss:-

- What is working for you,
- What would you like to improve
- How ASES can help you

#### ASES Resources cover topics such as:-

- Planning
- Risk Management
- Governance
- Legislation
- Communication
- Consumer Engagement

### INFORMATION SESSION DETAILS

Date:        /    /

Venue:

Time:        10.00am – 12:45pm **(9.45am registration)**

Cost:        Nil

**Places are limited and registration is essential**

Registration bookings can be made via email

[serviceexcellence@sa.gov.au](mailto:serviceexcellence@sa.gov.au)

Phone: 8413 9063 or fax: 8415 4321

## **ASES INFORMATION SESSION DETAILS**

Date:        /        /

Venue:

Time:    10.00 am – 12:45 pm **(9.45 am registration)**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Tel: \_\_\_\_\_                      Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Special Requirements (e.g. Dietary): Other Needs/Accessibility Requirements:

\_\_\_\_\_

**To help us improve our services for clients we would really appreciate it if you could complete the following brief questions:**

**How did you hear about ASES?** Please tick/circle one of the following:

Sector Project Officer     Website     flyer     word of mouth

Other: please specify \_\_\_\_\_

**Have you had training in any other quality program in the last 2 years?**

If yes, please specify the program:

\_\_\_\_\_

**Does your organization have an existing quality system in place?**

If yes, please specify:

\_\_\_\_\_

Thank you – and we look forward to seeing you at this information session