



Australian Service Excellence Standards (ASES)

EXTERNAL ASSESSMENT BOOKING FORM

If you are nearing completion of your ASES self-assessment workbook and are ready to request approval to proceed to book an external assessment, please complete this form.

The information you provide below will be treated confidentially and will be used to determine approval for the External Assessment to proceed. This approval is valid for 12 months, if you have not had an Assessment in this time, you will need to re-apply for approval.

Once your booking form has been approved we will send you the details of how to choose your ASES External Assessor. An External Assessor from the ASES External Assessment Provider Panel can provide you with a written report to confirm the areas where your organisation is performing well and recommend potential areas for improvement. They will also explain the steps to developing your ASES Quality Action Plan. External Assessor's are practical, friendly and supportive. They will encourage the implementation of quality and continuous improvement initiatives in your organisation and they understand the difficult and complex environment in which community service providers operate.

Please fill in this form and submit.

(Select the first form field and enter your information. To move to the next field - select the Tab key).

Date:	
Organisation Name:	
Organisation Address: (Head Office)	
Name of Head of Organisation:	
Position Title:	
Name of key SE contact and contact details in your organisation: (may be quality coordinator or manager)	
Name:	
Position Title:	
Telephone:	Mobile:
Email:	

Fees for the assessment are now negotiated directly with your chosen External Assessor (see website for costing structure) [Costing Structure](#)

To monitor compliance with the costing please provide your agreed assessment fees \$.....

Each funding area within DCSI has their own policy regarding support funding. If you are seeking financial support for your assessment please discuss it with your contract manager, or please contact Service Excellence team for advice.

Please indicate area of DCSI that provides greatest funding:
(e.g. SAAP, ODACS, Policy and Community Development)

Please describe what has been agreed through the Service Agreement process for your quality requirements:

Having read the above,

Do you wish to proceed requesting financial support for your external assessment?

Yes

No

As a condition of accepting additional financial support for your assessment through this booking form, your quality action plan and report will be provided to your funding area

Please note that if you do not receive funding from the Department for Communities and Social Inclusion there will be a \$500.00 administration fee in addition to the cost of your external assessment.

Estimated Completion Date for ASES Self-assessment Workbook?

Quality standards you are currently required to meet:
(e.g. ACHS, DESQA, HACC, QIC, none)

Which ASES Level would you like to be externally assessed against?

Certificate


Award

Are you planning joint review?

Yes

No

Estimated or preferred dates for external assessment visit:
(an external assessment usually takes 2-3 days, depending on the complexity of your organisation)



Number of key programs and services provided at each of your service delivery sites
(If insufficient space, please use attached summary sheet. Refer to next page)

Site location	Key programs and services provided

Lodgement options:

By E-mail: Select the “Submit” button above

By Fax: Print and fax to (08) 8415 4321, Attention “Service Excellence Team”

For further information towards the next steps

visit our website: www.dcsi.sa.gov.au/ASES

or contact the Service Excellence Team by phone (08) 8413 9036

or e-mail serviceexcellence@dcsl.sa.gov.au

PLEASE NOTE:

You must have fully completed your self assessment Workbooks to undertake an External Assessment.

Disclaimer:

The uptake of a quality program by a funded organisation covers key management systems such as governance, risk management, complaints mechanisms, and consumer involvement. However it does not replace the need for a performance management process associated with the administration of a Service Agreement.

If in doubt please contact the Service Excellence Team.



Additional Summary Sheet

Number of key programs and services provided at each of your service delivery sites

Site location	Key programs and services provided