

Australian Service Excellence Standards (ASES)

External Assessment



Government of South Australia
Department for Communities
and Social Inclusion

BOOKING YOUR EXTERNAL ASSESSMENT (and Choosing Your External Assessor)

STEP 1: COMPLETE AN EXTERNAL ASSESSMENT BOOKING FORM: located on our website www.dcsi.sa.gov.au/ASES and email it to the Service Excellence Team via serviceexcellence@dcsl.sa.gov.au

STEP 2: AWAIT APPROVAL FROM THE ASES TEAM: Once your Booking Form is received by the ASES Team you will be forwarded an email confirming receipt of your booking form. Once your Booking Form has been assessed and approved, you will be advised by the Service Excellence Team. Please await confirmation of approval to proceed from the Service Excellence Team prior to contacting any of the panel of approved External Assessment organisations. Upon confirmation we will also provide you with a Service Excellence External Assessment package which will include details of the expected fees and charges and further support materials.

STEP 3: BOOKING YOUR EXTERNAL ASSESSMENT: Once approved, you are welcome to contact an External Assessment Company from the approved attached list to discuss actual dates and requirements of the assessment. In order to choose your External Assessment organisation, you can review details of each of the Service Excellence External Assessors on the attached Service Excellence External Assessors Provider Panel list. Each of the External Assessment organisations have been chosen through an open tender process by the Department for Communities and Social Inclusion to ensure that they are well experienced with Quality systems, particularly in the community sector. The Service Excellence Team also requires that each individual assessor adds value through the process of assessment and that they are ethical and professional in their conduct. If at any time you require further advice in this process, please contact the Service Excellence Team.

STEP 4: PAYMENT OF ASSESSMENT: Each organisation will be considered on a case-by-case basis.

TRAVEL & ACCOMMODATION EXPENSES: If you are an organisation outside the metropolitan area please consider travel expenses incurred by external assessor are to be negotiated directly between the External Assessor and Organisation.

A copy of the final report must be ratified by the Service Excellence Team.

If you wish to query or confirm any part of this process please contact the Service Excellence Team either via email serviceexcellence@dcsl.sa.gov.au or phone 8413 9036.

Organisation Name	External Assessor	Company/Assessor profile	Previous Assessed Organisations	Assessor Contact Details
Arcadia Quality Systems	Simon Wood	<ul style="list-style-type: none"> Specialist in Disability and Community Services Sectors Also ISO9001 and DESQA Standards SEF Panellist since inception Supportive and personal approach 	<ul style="list-style-type: none"> Aberfoyle Community Centre Bedford Group Hutt Street Centre RDNS Uniting Care Wesley 	Work: 08 8278 3600 Mobile: 0416 278 447 simon_wood@internode.on.net
BSI Group	John Krnel	<ul style="list-style-type: none"> Australia's largest Disability Services auditing/certification body RABQSA Accredited DESQA/NSDS & 9001 Lead Auditors based in South Australia DHSS, HSQF & 9001 auditors also available interstate Collaborative approach 	<ul style="list-style-type: none"> Maxima Incorporated Australian Red Cross Wesley Community Moirra Incorporated Jobs Statewide Vision Australia SCOPE Incorporated Lifestyle Solutions 	Work: 02 8877 7144 Mobile: 410 564 514 John.Krnel@bsigroup.com www.bsigroup.com.au
CBB the not4profit people	Wayne Turner	<ul style="list-style-type: none"> Not-for-Profit organisation Volunteer after-hrs with community organisations Community Investment Plan and Governors Leadership Foundation involvement 	<ul style="list-style-type: none"> St John Youth Services Restless Dance Theatre Southern Junction Community Services Common Ground Adelaide 	Work: 1300 284 364 Mobile : 0409 672 361 Fax: 08 8332 2490 wturner@cbb.com.au www.cbb.com.au
Quality Innovation Performance (QIP)	Cheryl Johnstone	<ul style="list-style-type: none"> Not-for-profit organisations with 20 years' experience in health and community services Experienced pool of assessors to match client requirements National ASES licensee Assessor for QIC, ISO, HCS, Mental Health, Disability Services Standards ISQuA accredited 	<ul style="list-style-type: none"> Australian Red Cross (SA) City of Onkaparinga Community Centres Holiday Explorers Kura Yerlo MIFSA Relationships Australia (SA) Vietnamese Women's Association 	Work: 08 8332 8277 Mobile: 0402 884 320 Fax: 08 8332 7420 cjohnstone@qip.com.au www.qip.com.au