



GLOSSARY

Accreditation: the formal recognition of achievement against a set of formally approved Standards.

Acquisition Plan: a plan detailing the proposed capital purchases of the organisation.

Benchmarking: method of improving whereby an organisation measures its functions, systems and practices against other organisations 'best practices' in order to find out how those organisations achieved their performance levels and uses the information to improve its own performance.

Business Plans: documents which detail the strategies or actions that are planned each year to contribute to the strategic directions of the organisation.

Business Continuity: The ability of an organization to provide service and support for its customers and to maintain its viability before, during, and after an unforeseen event.

Code of conduct: an ethical framework that incorporated the principles of integrity, respect, accountability and ethical decision making.

Collaboration: a partnership approach that relies on an open exchange of information. It is dependent on mutual respect and is aimed at supporting service users to gain some control in decision making.

Consultation: a process of inviting service users, or other key stakeholders to comment to inform decision-making processes.

Contingency plans: the documented plans for the organisation to manage unexpected or adverse events.

Continuous improvement: a detailed program of improvement resulting from activities that may include but not be limited to internal reviews, internal or external assessments, service user feedback, complaints and other service delivery issues.

Continuous improvement cycle: Plan, Do, Check, Act cycle used as a basis for many quality management frameworks.

Customer or consumer: a person who is receiving or has received a service from a service provider. Other terms may include patient, client. They may be supported by a family member, guardian, care giver, advocate or other support person who may represent a service user's interests.

Customer service standards: the minimal non-negotiable standards set for responding to customers. May relate to requests for new or ongoing service and includes telephone contact, written communication and face-to-face contact.

Effectiveness: the organisation's level of success in monitoring and responding to the changing needs of service users.

Efficiency: the organisation's level of success in maximising the use of its resources.

Environment: the surrounding area whether this is physical, social, ecological or natural.

Essential requirement: all requirements are essential to achieve a level of accreditation in the Australian Service Excellence Standards.



GLOSSARY

Evidence Guide: examples of the processes, plans, policies, systems, structures, measured outputs, evaluations, internal and third party corroboration of facts (interview) that can most objectively demonstrate to your External Assessor the basis of your self-assessment rating against the Australian Service Excellence Standards. To be used as a guide only.

External Assessment: an independent third party review performed to determine whether an organisations' self assessment against the Australian Service Excellence Standards is adequately corroborated by its policies, procedures, systems, staff, clients, governing body and other key stakeholders.

External Assessment Booking form: a form to be completed and lodged by an organisation/departmental unit requesting the Service Excellence Team to arrange an External Assessment. The form is required at least six weeks prior to the requested date of External Assessment.

External Assessment Feedback form: all organisations who have undertaken an External Assessment are asked to complete this feedback form relating to the External Assessment Process. Feedback helps the National Service Excellence office to assess the effectiveness of the Program and to find out what is being done well and what could be further improved.

External Assessment information checklist: key information about your organisation ie Strategic Plan, Annual Business Plan, Organisational Chart, Annual Report etc needed to be forwarded to your External Assessor at least six weeks prior to your External Assessment date. Assists your External Assessor to better understand your organisation and the services it provides.

External Assessors Provider Panel: comprising External Assessor organisations experienced in reviewing against the Australian Service Excellence Standards and other state, national and international quality standards. External Assessors are required to have work practices that are ethical, fair, independent, use an evidence-based approach to their audit practice, and exercise diligence and judgement in the conduct of audits.

External assessment report: a report prepared by your External Assessor highlighting your organisations' key achievements in addition to identified areas for improvement. The report validates your organisations' self assessment against the Australian Service Excellence Standards. The report includes a Review Scope and Focus, Executive Summary, a Report Summary Table and detailed findings and recommendations.

Feedback and complaint form: an opportunity to provide feedback to the Service Excellence Team on any aspect of the process or the team itself.

Financial resources: the funding received and all other sources of income generation.

Human resources: the people of the organisation. In addition to management and staff, volunteers, trainees and students, the service users and their families and other stakeholders who make a contribution in some way to the service may also be seen as human resources available to the organisation.

Induction processes: a formal information giving process by which new employees are able to familiarise themselves with the organisations' environment, safety practices and business.

Information resources: all documentation, records and data in either hard-copy or electronic formats that are applicable to the management, administration, operation and service performance or delivery of an organisation.

Information Sharing Guidelines: are guidelines that provide clear and consistent steps to work out if sharing information is appropriate while maintaining the balance between the right to safety and wellbeing and the right to privacy.

Key Stakeholders: those affected by the business of the organisation such as consumers, staff, State and Australian governments, Peak bodies, partners, community groups, special interest groups, families and individuals of South Australia.



GLOSSARY

Knowledge management: all the collective skills, competencies and knowledge of the organisation's people, including the organisation's history. May be considered part of information resources, but have been separated in order to emphasise their value to the organisation.

Notifiable issue: evidence or allegations of a serious health, safety or abuse risk, financial impropriety and/or professional misconduct.

Outcomes: measures of achievement of the success of an activity, program, organisation etc against its goals and objectives.

Output: the result of a process. The deliverables of the process can include products, services, processes, plans and resources. Outputs can be qualitative and/or quantitative in nature.

Partnerships: as a cooperative arrangement between organisations, groups or people who agree to share responsibility for achieving a specific goal or set of goals. Partnerships between the non government sector and the Department are generally formally developed with contractual arrangements in place.

Performance indicator: a description of what is measured to determine the extent to which objectives and outcomes have been achieved.

Person conducting a business or undertaking (PCBU): A person who is conducting a business either as a body corporate, sole trader or self-employed has responsibility for carryout a healthy and safe workplace. Section 5 (4) of the WHS Act makes it clear that an individual is not a PCBU if they are involved in the business or undertaking only as a worker or officer of the business or undertaking.

Principles: customer focused, clear direction with accountability, continuous learning and innovation, valuing people and diversity, collaborative work practices, evidenced based decision making, social and ethical responsibility.

Processes: the series of steps and the resources needed to complete a task. They are goal-oriented, with the desired outcome directing the process.

Process monitoring: evaluating the effectiveness of each activity while it is being undertaken.

Quality Action Plan: a document prepared by an organisation to record areas requiring improvement. Actions can be identified either internally, from an organisational Service Excellence self assessment or externally such as is recommended by a Service Excellence external assessor.

Quality assurance: incorporates standards against which internal or external assessments and audits are undertaken, together with the processes in place to control the components of a quality system.

Quality control: the monitoring of systems and processes to identify variances in the application of documented procedures.

Quality management: both a philosophy and a method of management, designed to provide evidence that a specified standard of quality has been met and is being continuously improved.

Quality system: refers to the organisational structure, procedures, processes and resources needed to implement quality management.

Registration of interest form: form to be completed when an organisation or departmental unit makes the decision to participate in Service Excellence. Required by the Service Excellence central office to ensure that support and guidance is tailored to suit the quality needs of your organisation.

Risk analysis: the process of sequential steps taken to determine the probability of an adverse event or incident occurring, and the magnitude of its consequence. Risk analysis is undertaken with the aid of tools to measure the combined impact of both consequence and probability.



GLOSSARY

Risk management: a local and systematic method of establishing the context, identifying, analysing, evaluating, treating, monitoring and communicating risks associated with any activity, function or process in a way that will enable organisations to mitigate losses. Risk management is also about identifying and maximising opportunities, through adoption of decision-making processes that minimise exposure to risk.

Risk reduction: a selective application of techniques and management principles to reduce either the likelihood of an occurrence, or its consequences, or both (eg transferring risk to another party through a contract, insurance or other means, or changing elements within the work environment).

Risk register: is a list of hazards, associated risks (pre and post control) and controls, sorted in order of the highest to lowest risk with allocated responsibilities.

Self-assessment: an internal assessment in consultation with service users, staff and other stakeholders as applicable, to determine whether the service provider's performance and delivery meet the Service Excellence Standards. The self-assessment provides an opportunity to identify your organisations' strengths and to prioritise areas for system improvement.

Self-assessment workbook: a working document that is used by service providers to identify and record evidence of their practices specific to the service type and/or outlet being assessed against the Australian Service Excellence Standards.

Service agreement: a formal and legal contract between agencies.

Service Excellence Team: comprises of central staff that coordinate the resources and operations of the Australian Service Excellence Standards.

Staff: paid or unpaid individuals working within the organisation including volunteers, board members, student on placement.

Supplier: the provider of resources (eg funds, ingredients, equipment, facilities, etc).

Sustainable: able to be maintained consistently over time.

Valuing diversity: the integration of the broad range of backgrounds and ideas into organisational plans and services provided.

Volunteer: unpaid staff or worker within the organisation. May include Students on placement.