



## 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 organisations 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

**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 4488



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### ASES INFORMATION SESSION DETAILS

Date:

Venue: Meeting Room 2A, Level 2, Riverside Building, North Tce, Adelaide

Time: 10:00am - 1:00pm

Name:

Position:

Organisation:

Address:

Tel:

Mobile:

Email:

Special Requirements (e.g. Dietary):

Other Needs/Accessibility Requirements:

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**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 organisation have an existing quality system in place?**

If yes, please specify:

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