



# AUSTRALIAN SERVICE EXCELLENCE STANDARDS



## 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 and send it to the ASES team.

Please contact your chosen External Assessor approximately three months prior to the assessment to allow time for scheduling.

The information you provide below must be completed in full. All information will be treated confidentially and will be used to determine suitability for the External Assessment to proceed.

Once your booking form has been processed, 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).*

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

Do you receive funding through the Department of Human Services (DHS)?      Yes                      No

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

**ASES recognises the multiple sets of standards that NGO's are contractually required to meet. You may wish to consider an assessment against your choice of multiple standards through ASES, (ASES has formal mutual recognition with all of these standards). This means you do not need to be separately assessed in the following standards:**

**Please tick the Standard/s you would like to be recognised in:**

- NSDS – National Standards for Disability Services
- SA Problem Gambling Standards
- National Quality Framework for Homelessness
- SAHCS - Home Care Standards
- National Standards for Volunteer Involvement

**Are you seeking financial assistance for this assessment?**

Yes                       No

**If you are requesting financial assistance, and meet the criteria, please attach with this form, either your latest Annual Report or an Audited Financial Statement.**

<p><b>Which ASES Level would you like to be assessed against?</b></p> <p>Certificate <input type="checkbox"/>                      Award <input type="checkbox"/>                      Both <input type="checkbox"/></p>
<p><b>Are you planning a joint review with another Quality system? (eg ISO, QIC, SAHCS)</b></p> <p>Yes <input type="checkbox"/>                      No <input type="checkbox"/></p>
<p><b>Estimated or preferred dates for external assessment visit:</b> (an external assessment usually takes 2-3 days, depending on the complexity of your organisation)</p>

**Key programs and services provided at each of your service delivery sites (please detail below). If there is not enough space, use extra space at the end of the form.**

Site location	Key programs and services provided




**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.

For further information towards the next steps,  
visit our website or contact the ASES Team by phone (08) 8413 9036 or e-mail  
[serviceexcellence@sa.gov.au](mailto:serviceexcellence@sa.gov.au)