



# AUSTRALIAN SERVICE EXCELLENCE STANDARDS



## REGISTRATION FORM

The information you provide will enable us to support you with resources, information and updates to standards. We will also note your organisation's registration on our database, which will then link to [Map IQ](#)

### Who can take part in the Australian Service Excellence Standards (ASES)?

Any organisation can participate. The Australian Service Excellence Standards are tailored and are a proven guide for community services.

### How will you be supported through the process?

Ongoing support and advice is available through the ASES Team, based centrally within DHS. This includes training in ASES and assistance during all phases of the ASES process for groups and individuals. Resources are available from ASES website [resources](#).

**Nomination of key ASES contact person:** It is important that you provide the name of a key contact from your organisation with whom we can liaise regarding your organisations interest in quality. Please ensure the selected person has been endorsed by management within your organisation. This does not mean that this person is solely responsible for managing quality within your organisation. Quality issues are the responsibility of the leadership team, with the wider organisation also taking on responsibility for quality and continuous improvement and participation in the process.

### 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).*

### Details of your organisation's nominated contact person

|  |  |                |  |
|--|--|----------------|--|
| <b>Name:</b>   |  |                |  |
| <b>Position:</b>                                       |  |                |  |
| <b>Postal Address:</b>                                 |  |                |  |
| <b>Location Address:<br/>(if different from above)</b> |  |                |  |
| <b>Telephone:</b>                                      |  | <b>Mobile:</b> |  |
| <b>Email:</b>  |  |                |  |



### Organisational Details

|  |              |                        |
|--|--------------|------------------------|
| <b>Organisation Name:</b>  |              |                        |
| <b>Address:</b><br>(if different from nominated contact person details)                                    |              |                        |
| <b>Website address:</b><br>(if you have one)   |              |                        |
| <b>Head of organisation:</b>   | <b>Name:</b> | <b>Position Title:</b> |
| <b>Key sectors or programs serviced by your organisation (ie Disability, Aged Care, Youth Support etc)</b> |              |                        |

### Quality Systems

By gathering information about the range of quality programs used across the community and health services sector, we can tailor our approach and support to your quality-related needs.

|   |   |
|---|---|
| <b>Does your organisation have current standards that it is required to meet for funding (e.g. HACCC)?</b>                                  |   |
| <b>Is your whole organisation, or part of your organisation, currently using an existing quality system (eg QIC, ISO)? Please describe.</b> |   |
| <b>Which Level of ASES electronic workbooks would you like to receive?</b>  | Certificate Level <input type="checkbox"/> Award Level <input type="checkbox"/> Both <input type="checkbox"/> |

### How did you hear about Australian Service Excellence Standards?

Please select a box:

|                                     |                                |
|-------------------------------------|--------------------------------|
| <b>Internet</b>                     | <b>Word of mouth</b>           |
| <b>Hard copy flyer</b>              | <b>Service Excellence Team</b> |
| <b>DCSI Contact liaison officer</b> | <b>Other (please specify):</b> |

### What area within DHS provides your greatest funding? Please select a box:

|                                    |                          |
|------------------------------------|--------------------------|
| <b>Community Services</b>          | <input type="checkbox"/> |
| <b>Disability</b>                  | <input type="checkbox"/> |
| <b>Housing</b>                     | <input type="checkbox"/> |
| <b>Office for Problem Gambling</b> | <input type="checkbox"/> |
| <b>Other (please specify)</b>      | <input type="checkbox"/> |



For further information, visit our [website](#).

**PLEASE NOTE:**

Payment of external assessment for organisations undertaking the Australian Service Excellence Standards is negotiated through the Service Agreement process.

**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 ASES Team on (08) 8413 9036  
or e-mail [serviceexcellence@sa.gov.au](mailto:serviceexcellence@sa.gov.au)

**SUBMIT**