



Australian Service Excellence Standards (ASES) (for SA use only)

REGISTRATION FORM

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.

If organisations receive funds from the Department for Communities and Social Inclusion (DCSI), Mental Health organisations funded by the Department of Health (DH) are invited to take part in training, self-assessment and external assessment against the Australian Service Excellence Standards.

This form simply registers your interest in participating in the Australian Service Excellence Standards. The information you provide will enable us to support you with Service Excellence updates, newsletters and other relevant information, and tailor our services to your quality needs.

How will you be supported through the process?

Ongoing support is available through the Service Excellence Team, based centrally within DCSI. This includes training in Service Excellence and assistance during all phases of the Service Excellence process for groups and individuals, advice and links to relevant resources and mentors is also available.

Nomination of key ASES contact person: It is important that you provide a name of a key contact from your organisation with whom we can liaise regarding your organisations interest in quality and Service Excellence. Please ensure the selected person has been endorsed by management within your organisation.

Please note: 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

Name:			
Position:			
Postal Address:			
Location Address: (if different from above)			
Telephone:		Fax:	
Email:			

Organisational Details

Organisation Name:	
Address: (if different from nominated contact person details)	
Website address: (if you have one)	
Head of organisation:	Name: Position Title:
Key sectors or programs serviced by your organisation (i.e. Disability; Aged Care; Youth Support etc.)	

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.

Does your organisation have current standards that it is required to meet for funding (e.g. HACCC)?	
Is your whole organisation or part of your organisation currently using an existing quality system (e.g. QIC, ISO)? Please describe.	

How did you hear about Australian Service Excellence Standards?

Please select a box:

Internet	Word of mouth
Hard copy flyer	Service Excellence Team
DCSI Contact liaison officer	Other: (please specify)

Which sector do you receive your main source of funding?

Please select a box:

Disability	Homelessness
Community Housing	Mental Health
Community Services	Low Income Families
Department of Health	Community Centres South Australia



Updating our records

Please note that when registering your participation in Service Excellence your **organisation's name** and contact details will be entered onto our general database.

All other information remains totally confidential

Lodgement options:

By E-mail: Select the "Submit" button above

By Fax: Print and fax to (08) 8226 7047, Attention "Service Excellence Team"

For further information visit our website: www.dcsi.sa.gov.au/ASES

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 Service Excellence Team on (08) 8463 3939.