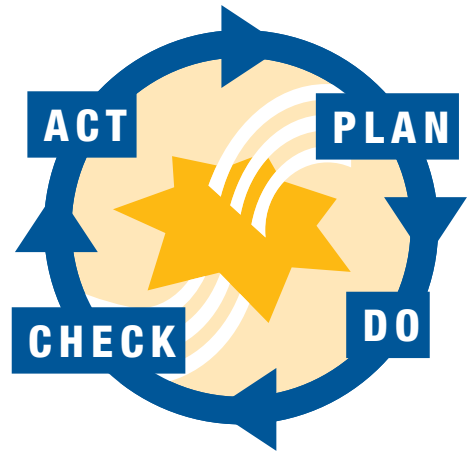


OUR PRINCIPLES

Abides by internationally accepted quality principles:

- sustainable financial and contracting stewardship
- sound governance
- customer and outcome focus
- clear direction with accountability
- continuous learning and innovation
- valuing people and diversity
- collaborative work practices
- data and knowledge management supports evidence based decision making
- social, environmental and ethical responsibility.

CONTINUOUS IMPROVEMENT CYCLE



BENEFITS

“Adopting ASES as our road map to excellence and taking a whole of organisation approach has enabled us to establish and maintain solid foundations that support our people, adopt change and embrace innovation.”

Gill McFadyen, Community Centres SA

CAPACITY BUILDING

By taking a three phased approach towards accreditation.



STARservice • Certificate Level • Award Level

UNIQUE TO ASES

- international accreditation of standards to ensure best practice
- choice of independent assessors and available nationally
- standards endorsed by multiple government agencies
- mutual accreditation with State and Commonwealth Service Standards
- available on the DHS Quality Portal at dhs.sa.gov.au/ases
- supportive team to ensure success
- optional level of support to foster leadership, support organisational learning and achieve desired results.



Contact details:

- ✉ GPO Box 292, Adelaide SA 5001
- ☎ (08) 8413 9036 (general enquiries)
- @ serviceexcellence@sa.gov.au
- 🌐 www.dhs.sa.gov.au/ases

Social media

- 🐦 [/HumanServicesSA](#)

Feedback

DHS Client Feedback

- ✉ GPO Box 292 Adelaide SA 5001
- @ DHS.clientfeedbackandcomplaints@sa.gov.au

Alternative formats

The information in this publication can be provided in an alternative format or another language on request by calling (08) 8413 9036.



Service
Excellence

The Australian Service Excellence Standards (ASES)

Your organisation's path to excellence.



Australian Service Excellence Standards

CERTIFICATE

SOUND MANAGEMENT

- Planning
- Governance
- Financial and Contract Management

PEOPLE, PARTNERSHIPS AND COMMUNICATION

- People
- Partnerships
- Communication

SERVICE PROVISION

- Service Outcomes
- Consumer Outcomes

Australian Service Excellence Outcomes

Stakeholders are confident in the planning for service development and future directions of the organisation.

Stakeholders are competent and confident in the organisational environment.

Stakeholders are satisfied with the service outcomes, which are reflective and responsive to need.

Stakeholders are confident that governance supports long term organisational success.

Stakeholders are safe and feel confident in the organisational environment.

Consumer services are effective in achieving agreed goals

Good service is consistently provided to stakeholders.

Stakeholders are inclusive and included.

Consumers feel valued and listened to.

Stakeholders confirm that information is used effectively to improve organisational performance.

Better outcomes through collaboration.

Organisational and consumer risks are minimised.

Communication informs and improves outcomes.

The organisation is financially sustainable.

The organisation is sustainable and socially responsible.

AWARD

LEADERSHIP

- Leadership
- Supportive Leadership
- Critical Review

IMPROVEMENT

- Continuous Improvement
- Organisational Learning

RESULTS

- Business Outcomes
- Consumer Outcomes
- Community Contributions

Australian Service Excellence Outcomes

Effective leadership delivers results.

Embraces a continuous quality improvement culture and change.

Sustainable and successful organisation.

Supportive leadership elevates organisations effectiveness.

Integration and achievement of organisational learning outcomes for an agile and innovative organisation.

Accountable to consumers and the community where consumers are active participants in their community.

Reflective and agile organisation.

Collectively impacting towards community outcomes.

Developed with and for the community service sector.

Step by step guide to accreditation and support.

Continuous improvement through regular feedback, evaluation and research.

Move to outcome measures once confidence in systems are established.

Optional level of support to foster leadership, support organisational learning and achieve desired results.

A supportive program providing access to resources and templates to facilitate best practice.

Industry standards and latest government requirements built in.

Support with training, information sessions and 1:1 support.

Guidance on outcome measurement tools and needed.

Continuous improvement tools and workshops available.