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Welcome to the second of two introductory webinars on the Australian Service Excellence Standards or ASES for New South Wales Specialist Homelessness Services.

These webinars and other resources are part of the NSW Homelessness Industry Partnership's Quality Standards Implementation Resource Kit.

The Kit is developed by Assessments Quality Performance or AQP. AQP is an approved External Assessor for ASES by the South Australian Department of Human Services.

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Welcome back to our second introductory webinar.

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Introducing the ASES Standards at the Certificate level

ASES is a set of service standards that is:

- internationally Accredited in ISQua, which is the International Society for Quality in Healthcare, and
- Formally recognised as a quality improvement and accreditation program.
- It is developed, managed and administered by the South Australian Department of Human Services.

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This diagram shows an overview of how the Standards are structured. At the broadest level, there are three main streams: those being Sound Management, People and Service Provision

these three streams branch out into the 8 standards which will become familiar to you as you implement ASES. So, the 8 standards are –

- In the first stream: planning, governance, and financial and contract management
- In the second stream: human resources, partnerships and communication
- And the final stream includes service outcomes and consumer outcomes.

We will now take a closer look at the three streams

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Elements

Here we are going to look at the next level of the ASES Standards. Strategic As you can see in the blue-grey rows are the 8 standards that we have covered so far in the three broad streams of Sound Management, People and Service Provision.

The purple rows show the 18 standards groupings that sit below the 8 standards. Each of the 8 standards has between 1 and 4 specific standards groupings.

If we take the first standard, shown here in the top left-hand corner – which is Strategic Planning – this has two components, Strategic planning and business planning (sometimes referred to as operational planning). These two standards together ensure that the organisation has not only identified and communicated its strategic directions but also that it has mechanisms in place to implement those directions through practical business plans with time frames and responsibilities. We won't be covering all the specific standards groupings here – you will be able to access this information in the Industry Partnership's website but the important point to note is that these groupings enable all the standards components to be understood and implemented.

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There are a number of ASES –related resources that are available to NSW homelessness services:

- The New South Wales Department of Communities and Justice (formerly FaCS)
- The ASES team in South Australia within the Department of Human Services, and

- The NSW Homelessness Industry Partnership have information, tools and resources to assist with ASES implementation.

What we've included here are their email addresses and their web addresses, and you're welcome to explore the resources that they have provided for you as well as the resources this implementation kit.

Note that the contact details for the Department of Communities and Justice still appear as FACS – but both the web and email addresses will be diverted to the correct recipients.

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Thank you for watching the ASES Introductory Webinar on the content of the standards developed by AQP.

To start the ASES implementation process you can begin by working through the materials in the Orientation Module on the Homelessness NSW website.