

## Client Rights in Participating in ASES External Assessments

An External Assessment is a site visit by an approved independent auditing organisation which ensures that the organisation is meeting all of the Australian Service Excellence Standards before an accreditation certificate is given to them.

1. Client participation in providing input and feedback can be a valuable part of the External Assessment and is used in a positive and constructive manner.
2. All clients have a right and opportunity to be involved and consulted in the External Assessment
3. Clients have a right not to be involved
4. Clients' decisions to be involved or not involved are respected
5. Clients' confidentiality and privacy are respected
6. Clients' consent must be obtained for them to speak to External Assessors
7. Organisations undertaking an ASES External Assessment are required to invite client representation at both the opening and closing meeting of External Assessment site visits
8. Clients have the right to advocacy and support to assist in having their say
9. People from ATSI or CALD backgrounds and people with disabilities and their support persons are not to be excluded from the External Assessment and are to be provided with timely, plain language information in line with their communication needs about the audit process to allow for a full and informed contribution