

Tips for Project Leaders: Achieving and Maintaining ASES Accreditation

- + Regularly ask for feedback from customers and stakeholders
- + Create a supportive environment - plan and make your purpose clear
- + Gather a team together – engage groups from broad areas across the organisation (including volunteers, board members, consumers, and clients)
- + Use the self-assessment tool – record your findings in the Self-assessment Workbook, using examples of evidence and our website as a guide
- + Develop an action plan (ASES Project Plan)– this will help clarify your priorities
- + Go the extra mile – record examples of staff members going beyond expectations to meet user needs and improve the quality of delivery
- + Compare yourself to others – contact similar organisations to examine their approach to systems and measures
- + Celebrate success – share your success with staff and customers through newsletters, posters, meetings and the media.
- + Cultivate an environment of contribution - make staff aware that their ideas are important
- + Establish a quality group or committee that meets regularly to focus on continuous improvement and documentation such as policies and procedures
- + Examine strategies to raise awareness of the organisation's commitment to quality
- + Hold 'Lunch-n-Learn' sessions on quality and continuous improvement tools
- + Develop an audit schedule and inform staff when audits will occur
- + ASES accredited organisations require an external assessment every three years. Allow ample time to gather and develop evidence for your assessment. Unless you have dedicated resources, preparation generally takes between 12 – 18 months for most organisations
- + Book an assessment date 6 months prior to your accreditation expiry date in case there are action plans to follow up
- + Investigate how other organisations manage their quality improvement processes

Source: South Australian Department of Human Services ASES Resources Page:
<https://dhs.sa.gov.au/services/community-services/ases/support> (accessed 20.09.18)