

Australian Service Excellence Standards [ASES]

Certificate Level Accreditation – progress update 22nd July 2019

TFSS nominated, were accepted and have been participating in a resource development and evaluation pilot project.

One principle focus of the project is to identifying resource gaps and develop resources and tool that could assist SHSs to meet ASES accreditation. TFSS have elected to have all parts of the organisation included in the accreditation process.

In order for TFSS to be compliant against the ASES standards, retain funding for programs and enable the organisation to be sustainable and competitive in the future, we need to stay focused on quality service delivery and ensure that our work processes are effective.

Stage 1: Oct 2018 – Jan -2019

The pilot group [including TFSS] received information and education about the ASES requirements.

This information was shared by placing an ASES folder on the shared and management drives and this contained all relevant information including the ASES self-assessment workbook.

Information was also discussed with CEO, managers and staff and information was emailed out to teams.

Teams were asked to review individual standards, document the evidence against the work book and place evidence into the relevant folder. Enter the document name into the workbook template against the relevant standards and tick either NIP, PIP, or FIP

Purpose:

- Completing the self-assessment workbook helps TFSS to understand our position, what evidence we have and what else we need to do to achieve accreditation.

To date some evidence has been added to the relevant folders and these documents have been entered into the workbook. The completed work book of evidence will be reviewed by the external assessor.

Stage 2.

The completed workbook will be placed onto the shared drive with any evidence that has already been placed into the folder and there is an additional column for further evidence required

I can appreciate that this has been a difficult period of change in the organisation however moving forward I want to encourage active participation in the accreditation process and ask everyone to contribute by:

- Familiarising yourself with the workbook evidence guide if you have not already done so and continue to add **relevant current** documented evidence to the folder [remembering to check that it is not already in the folder]
- Reviewing the information required in terms of the day to day practices of your programs /teams and ensure that they are in line with the ASES workbook guide and TFSS current policies and Procedures.
- Continue to think about possible clients and stakeholders that would be suitable to provide feedback face-to face or phone to the external assessor during the site visit in November. **[It is best to select clients who are unlikely to be triggered by the interview experience.]**
- Gaining informal feedback from client during inhouse meetings, playgroup session etc. **the planning tool** could be utilised for this task.
- Ensuring that you check that all clients are aware of how to provide feedback.
- Ensure that clients are aware of their rights and responsibilities ***[the client charter document has been reviewed and a draft handbook has been developed and will be available soon, please continue to use current version for now]***

As part of the ASES process a number of policies have been drafted that required feedback from members of the pilot group. The policy manual will be produced for participating organisations with a view to have consistent documentation and practice across the sector. Moving forward TFSS will adopt /adapt policies as required to address any gaps in our document evidence

Formal external assessment

May 2015

TFSS sought proposal from external assessors and engaged External Assessors X to conduct the ASES formal external assessment for the whole organisation.

Background

External Assessors X have worked with large and small NGOs and local councils that are juggling multiple service types, regional service delivery and multiple standards and accreditation systems. They have a strong commitment to partnership and collaboration in NSW and want to ensure the best value, support and outcomes for our clients and the SHS sector throughout this pilot.

Their partner is External Assessors Y who are experienced in servicing community sector clients. They have over 10 years' experience in ASES Accreditation and provide training to other ASES External Accreditation Providers. External Assessors YT is a team of experienced consultants passionate about helping Health and Community Service organisations to achieve great outcomes.

External Assessors X and Y key personnel have worked together on various projects over the past 10 years, including on ASES related projects. This partnership offers added value to clients in the form of:

- Additional capability and capacity
- Flexibility and availability of Assessors to fit in with the organisation's needs
- Complimentary skills and expertise
- Common values base
- Strong history with the ASES standards and assessments
- NSW based operations to reduce travel costs

Stage 3.

5th August 2019

The Principal ASES Assessor will conduct:

- *A Pre-assessment meeting 1-1.5 hours with Quality officer*

The meeting will cover – expectations, offer tools and resources and develop a time table and agenda for the onsite visit in November 18th – 25th. Once the agenda is completed it will be communicated to staff.

- *A 'Building Quality Information' 1-1.5 hours session – with Board and managers, officers to explain the ASES standards and process as required.*

Maree is passionate about working with community service organisations to improve social, employment, housing and health outcomes. She has 30 years' community sector experience and has developed strong skills in Leadership and Management, Quality Frameworks, Aboriginal Community Engagement, Project Management and Vocational Training. Maree has had a long career in the Housing and Homelessness sector as regional manager for one of Australia's leading social and affordable housing providers.

5th August onwards

Self-assessment, systems development and evidence collation – the External Assessor will assist TFSS to determine the type and volume of evidence required to demonstrate compliance with the standards. TFSS should already be prepared and have our evidence in folders and be ready to load this up to the ASES portal.

Any gaps in our evidence to date will be discussed with managers and staff. Working group/s developed ready to take on tasks that are allocated for completion. A work plan will be developed and the working group coordinated by the Quality Officer meet will communicate at least fortnightly until the assessment period is complete.

"TFSS will also call on staff to nominate across the organisation if they would like to take part in the external assessment interview process. We will be looking for a minimum of 6-8 staff"

25th -29th November - Onsite assessment: over 2 or 5 days

Day 1: Corporate Interviews including: Board; CEO; Senior SHS Manager; HR manager; Finance manager; Stakeholder phone interviews. [2-3 boards members are usual]

Day 2-4: interview staff in a range of roles and clients on different sites [6-8 clients or staff is usual for an org.]

Final Day: Assessment Team to collate and consolidate findings, follow up evidence and moderate decisions. Before the assessors leave, they will facilitate feedback presentation sessions with the Executive and another with whole of organisation to share successes and areas for improvement focus.

Stage 4.

November / Dec – 2 weeks post visit assessment

Draft report provided to TFSS

The Assessment Team will provide a detailed report outlining organisational strengths and any gaps against each of the indicators. Areas of development will also be suggested to help your organisation strengthen systems through continuous improvement approaches. At this stage we welcome feedback from you on the quality and accuracy of the report.

Dec / Jan - 4 weeks post assessment

Final Report. Your Assessment team will finalise the report and make a recommendation for accreditation or an improvement plan to address any gaps.

Jan / Feb – 6 weeks post assessment – Quality Action Plan

Quality Action Plan. External Assessor will help develop a plan to address gaps and implement improvements.

Up to * 6 months post assessment – Corrective Action Period

This is an opportunity to address any gaps; Our approach includes 2 hours (off site) to assess additional evidence if needed. Extra costs will only apply if significant re assessment of evidence is required.

Moving forward, to ensure that everyone has a thorough understanding of the process and we are assessment ready. I will continue to visit sites and discuss the implementation of ASes with teams, in particular those teams that have not had a standards overview face -to-face and standards allocated. staff will be notified about updates via email and any new information will be placed in the ASes folder on the shared drive along with current resources and information including: ASes Implementation plan

If there are any staff that have any time and have a burning desire to be a standards champion /point of contact at their site or have any concerns or questions in relation to the ASes certificate level accreditation please let me know.