

EXTERNAL ASSESSOR A

ASES EXTERNAL ASSESSMENT TIMETABLE

Organisation details	
Service name	Service B
Activity type	External Assessment – ASES Certificate Level
Activity date	25th to 29th November 2019
Quality review team	
Team leader/Team members	TL JH

Onsite assessment, day 1: Monday 25th November - Assessor 1 only

Start time	Activity	Duration
9.00am	Arrival and set up	30 mins
9:30am	General introductions and site tour (including housekeeping, i.e. fire orders and amenities)	30 mins
10:00am	Initial meeting with CEO/Executive and Quality Assurance	30 mins
10.30am	Interview CEO	30 mins
11:00	Interview - Executive Management Director, Corporate Services, Director Operations, Finance Officer, HR Officer	1.5 hours
12.30pm	Lunch	45 mins
1.15pm	Frontline Staff – Central Intake officers, Executive Assistant, Administration Assistant [K and Ey]	1 hour
2.30pm	Financial Counsellor	1 hour

3.30	Afternoon tea	15 mins
3.45	Service Stream Managers – 6	1 hour
4.45pm	Debrief with Quality Assurance	15 mins
5:00pm	Board Group Interview	1 hour

Onsite review, day 2: Tuesday 26th November - Assessors 1 and 2

Start time	Activity	Duration
9.00am – 12.30pm	<p>Assessor 1 – site visit to Playgroup - Oxley Vale Service Stream 2 - Playgroup</p> <ul style="list-style-type: none"> • Site management – KS • Staff – TSPG, QSPG, Emergency Personnel • Volunteer/s • Clients/participants – <u>Group 3 - 5</u> • Site inspections 	3.5 hours
9.00am – 12.30pm	<p>Assessor 2 – site visits to 1 A Quinn Street Service Stream 1</p> <ul style="list-style-type: none"> • Site management – JG • Staff - OEIFW, CaPS, CYFS, CYP, Emergency Personnel • Clients/participants – <u>3 - 5 Group</u> • Site inspections 	3.5 hours
12.30pm	Lunch and travel	30 mins
1.30 – 5.00pm	<p>Assessor 1 – site visits to 62 Gunnedah Road Service Stream 3</p> <ul style="list-style-type: none"> • Site management – Lisa Hetherington • Staff – IFP, YH, Emergency Personnel • Clients/participants – <u>3 – 5 Group</u> • Site inspections 	3.5 hours

1.30 – 5.00pm	<p>Assessor 2 – site visits to Youth Refuge, 336 Armidale Rd</p> <p>Service Stream 4</p> <p>Site management – LT Senior worker?</p> <ul style="list-style-type: none"> • Staff – TYHSS, Emergency personnel • Residents • Clients/participants - 3 • Site inspections 	3.5 hours
5.00pm	Depart	

Onsite review, day 3: Wednesday 27th November - Assessors 1 and 2

Start time	Activity	Duration
9.00am – 12.30pm	<p>Assessor 1 – site visits to WCR</p> <p>Service Stream 5</p> <ul style="list-style-type: none"> • Site management – TBC [LM] • Staff – SHLV [Tam, Inverell] plus? Reconnect? • Clients/Residents - 3 • Site inspections 	3.5 hours
9.00am – 12.30pm	<p>Assessor 2 – site visits to - WCR Service Stream 5</p> <ul style="list-style-type: none"> • Site management- TBC [LM], Senior worker • Staff – THHSS, Emergency Personnel • Clients/Residents – 3 Group • Site inspections 	3.5 hours
12.30pm	Lunch and travel	30 mins

1.30 – 5.00pm	Assessor 1 – site visits to Bridge Street Service Stream 6 <ul style="list-style-type: none"> • Site management – Susan Ring • Staff - WDV CAS NE, LCP NE, OX • Clients/participants - 0 • Site inspections 	3.5 hours
1.30 – 4.00pm	Assessor 2 – site visits to 65 Belmore street or HUB Service stream 1 <ul style="list-style-type: none"> • Site management – Julie Green • Staff – CCS • Clients – 3 via phone? • Site inspections 	2.5 hours
4.30 pm?	Depart	

Onsite review, day 4: Thursday 28th November - Assessors 1 and 2

Start time	Activity	Duration
9.00am	Assessment Team: Bridge Street <ul style="list-style-type: none"> • Debrief on site visits [HUB information added later] • Document review/administration Travel to Kenny Drive	1.5 hours
11.00 – 11.45	Assessor 1 – site visits to 2 B Kenny drive [HUB] Service stream 1 & 2 cultural inclusion Staff – CCC, Dhiyaan, HIPPY Clients – 3-5 [group in session] RWG members?	45 mins
11.00 - 11.45	Interviews Assessor 2 – stakeholders x 4-15 mins Phone / face to face	45 mins
12.00	Lunch	1 hour

1.00	Bridge Street Contractors interviews x 4 - 15 mins each by phone	45 mins
2.00	Document review/administration	2.5 hours
4:30	Debrief with Quality Assurance	30 mins
5.00pm	Depart	

Onsite assessment, final day: Friday 29th November - Assessors 1 and 2

Start time	Activity	Duration
9.00am	Assessment Team: <ul style="list-style-type: none"> • Consolidate and summarise findings • Pursue additional evidence where required 	2 hours
11.00	Assessment Team: <ul style="list-style-type: none"> • Discuss findings • Determine provisional ratings 	2 hours
1.00pm	Lunch	30 min
1.30pm	Prepare feedback summary	30 min

2.30pm	Closing meeting Feedback to CEO and Quality Assurance and Senior management	30 min
3.00pm	Closing meeting General feedback session service stream managers	30 min
3.30pm	Depart	

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