



Handout: External Assessment Steps Summary

| | |
|--------------------------------------|---|
| Select an external assessor | <ul style="list-style-type: none">▪ Develop a list of criteria that you are looking for in an External Assessor▪ Research and talk to a number of External Assessors▪ Get at least three quotes and if you wish, talk to referees▪ Chose an Assessor based on your criteria, one that is a good match to your organisation’s culture and values and one with whom you have a good rapport▪ Obtain and carefully review the provider’s contract or service agreement. If needed, seek amendments▪ Make sure that there are no conflicts of interest with the External Assessor organisation or the individual assessor allocated to your organisation.▪ Get the necessary approvals such as from your CEO or Board to engage the Assessor▪ Check that there is no conflict of interest with the allocated Assessor▪ Sign a contract or service agreement with the External Assessor organisation▪ Brief the rest of the organisation that they are now in the External Assessment stage of ASES |
| Desktop review and site visit | <ul style="list-style-type: none">▪ Submit the organisation’s self-assessment and evidence to the External Assessor – they will review it and are likely to ask questions, seek clarification and may ask for additional evidence▪ Plan the site visit with the Assessor and develop an agenda▪ Prepare the Board, staff, clients and partners for the site visit▪ Get necessary consents from clients▪ Undertake the site visit |
| Assessment Report | <ul style="list-style-type: none">▪ Receive and review the Draft Assessment Report▪ Provide evidence-based comment on the Draft Assessment Report, if needed |
| After the Assessment Report | <ul style="list-style-type: none">▪ If applicable, work with your Assessor to complete the Quality Action Plan to close any gaps▪ Implement the Quality Action Plan and submit the completed plan and any additional evidence to the External Assessor▪ Receive confirmation from the External Assessor that they have assessed the Quality Action Plan as completed▪ Receive the organisation’s ASES Accreditation Certificate from the Service Excellence Team in South Australia and the ASES Logo▪ Celebrate and use the certificate and logos for marketing and promotions |





NSW Specialist Homelessness Services: *Quality Standards Implementation Resource Kit*

