



<b>Topic:</b>	Module 5b) External Assessment: Planning and Undertaking an External Assessment (Site Visit)
<b>Document type:</b>	Handout Example Interview Questions

*This handout provides examples of questions that are commonly asked of clients, staff, the Board and partner organisations and stakeholders. These are examples only and are to be taken as a general guide. The External Assessor will shape their questions to the individual circumstances of each organisation, as well as to the issues that arise in the document review part of the ASES assessment. This handout may be helpful to inform and prepare the participants for the external assessment site visit.*

## 1. CLIENTS

Some examples of questions that may be asked of clients include:

1. How did you find out about what services are available from this organisation?
2. What do you find most valuable about the services offered by this organisation?
3. How does the organisation seek your views on the services they provide and improvements that may be needed?
4. What has the organisation told you about how they maintain your privacy?
5. When you started with the organisation, were your rights and responsibilities explained?
6. Were you told about the complaints process at that time?
7. Do you remember if you got an information pack (or similar) and what was in it?
8. If you wanted to make a complaint now, do you know the process?
9. Would you feel comfortable with making a complaint if there was a need?
10. Have you ever been asked to provide feedback or be involved in the organisation to help in their planning processes?
11. Can you think of an example when the organisation made a change to something that you or another client said was important?
12. Can you think of any examples where the organisation made sure that your individual needs were met in how services were provided?
13. Do you feel your worker/s respect/s you?
14. Has the organisation ever referred you to another service? If so, how did you experience that process?
15. Do you get any services from other organisations now? If so, how effectively does this organisation work with them?
16. Is there anything that you think the organisation can do better?

## 2. STAFF

Some examples of questions that may be asked of senior staff/managers include:

1. What do you think are the areas of the organisation's greatest strengths?
2. What are some of your challenges?
3. How would you describe the strategic and the business/operational planning cycle of your organisation?
4. How are your budget priorities established and linked to planning?
5. Please describe the systems you have in place for delegating financial control?
6. How do you communicate your strategic directions to various target groups?
7. Please describe your policy documentation and your system for version control?
8. How is risk managed in the organisation?
9. Do you have a business continuity plan?
10. What systems are in place to maintain records and documents and key decisions with contractors?
11. Please describe your recruitment and selection process?
12. How do you ensure your legislative compliance in relation to training and safety are met?
13. What is the process for client complaints, and how is it monitored?
14. How is diversity incorporated into service provision?

Some examples of questions that may be asked of service-provider staff include:

1. Were you involved in the development of the organisation's mission, vision and values?
2. Are you aware of the organisation's Strategic Plan/directions?
3. How were you involved in the development of the current Strategic Plan?
4. Can you remember if any of the suggestions you and your colleagues made were included in the Strategic Plan?
5. Can you remember how clients were consulted about the Strategic Plan?
6. Can you describe the process of how the organisation develops and implements a new policy?
7. How are incidents and accidents responded to?
8. How is communication and teamwork between programs and service sites encouraged?



9. How would you describe the organisation's approach to communicating with external stakeholders?
10. How are new staff inducted?
11. Can you describe the opportunities you have to participate in training and development?
12. Do you get supervision? Can you describe what that looks like?
13. How is your workload managed?
14. Do you have a position description?
15. Can you give an example of how the organisation has demonstrated it values you as a worker?
16. When was the last time a workplace health and safety audit was conducted?
17. How are accidents and incidents managed in the organisation?
18. What information is provided to clients about the feedback and complaint process?
19. How is risk assessed and managed for individual clients?
20. How are clients informed about making a complaint?
21. What mechanisms exist for clients to give ongoing feedback about service provision?



### 3. THE BOARD

1. What has been your overall experience in working with the organisation?
2. What level of information or input have you had in the organisation's strategic planning process?
3. How would you describe the values that the organisation demonstrates in their work with you?
4. Are you aware of how the organisation is perceived in the local community and/or sector and, if so, could you describe that?
5. If your relationship with the organisation involves a service agreement, contract, MOU or similar, has the organisation met their obligations to you so far?
6. How does the organisation maintain client privacy?
7. If you refer clients to each other, how have you and those clients experienced the organisation's process of making and/or taking referrals?
8. Have you ever provided feedback to this organisation and, if so, how did they respond?
9. Is there anything else you would like to tell us about your experience with the organisation that we have not yet covered?

## 4. PARTNER ORGANISATIONS AND STAKEHOLDERS

Some examples of questions that may be asked of partner organisations and stakeholders include:

1. What has been your overall experience in working with the organisation?
2. What level of information or input have you had in the organisation's strategic planning process?
3. How would you describe the values that the organisation demonstrates in their work with you?
4. Are you aware of how the organisation is perceived in the local community and/or sector and, if so, could you describe that?
5. If your relationship with the organisation involves a service agreement, contract, MOU or similar, has the organisation met their obligations to you so far?
6. How does the organisation maintain client privacy?
7. If you refer clients to each other, how have you and those clients experienced the organisation's process of making and/or taking referrals?
8. Have you ever provided feedback to this organisation and, if so, how did they respond?
9. Is there anything else you would like to tell us about your experience with the organisation that we have not yet covered?