



Quality
Innovation
Performance

ASES accreditation

Quality Innovation Performance Limited (QIP) is a not-for-profit accreditation organisation dedicated to supporting health and community services to manage safety, risk and quality through the provision of accreditation, certification and quality assurance services.

QIP is approved to accredit organisations against the Australian Service Excellence Standards (ASES).

The ASES

The ASES are in their third edition and are managed by the South Australian Department of Human Services (DHS).

The ASES accreditation program is aimed at supporting non-government organisations in the community services sector, and is particularly relevant for small and medium sized community service organisations.

The ASES assists community service organisations to effectively manage resources, gain a better understanding of consumer needs, and to improve accountability and reporting.

Levels of accreditation

The ASES encourages community service organisations to effectively manage resources, gain better understanding of customer needs, improve accountability and improve reporting.

Certificate level includes:

- Management
- People, partnerships and communication, and
- Service provision.

Award level builds on certificate level and focuses on:

- Leadership
- Improvement, and
- Results.

A nationwide program

The ASES accreditation program is applicable to most community organisations nationally and revolves around the following four steps:

- Contract with QIP
- Complete self-assessment with QIP in AccreditationPro
- A QIP Assessor completes the external assessment and report, and
- Accreditation decision.



For personalised
support, contact
the QIP Client
Liaison Team

 1300 888 329

 info@qip.com.au



ASES accreditation

SA community organisations

For community organisations located in South Australia (SA), there is a seven-step accreditation process:

- Information provision and sign up
- Registration with DHS
- Self-assessment with ASES workbooks
- Register with QIP, update self-assessment in AccreditationPro
- A QIP Assessor completes the external assessment and report
- Develop a quality action plan, and
- Accreditation decision.

NSW SHS program accreditation

In 2018, the New South Wales (NSW) Government Family & Community Services (FACS) announced that from 30 June 2023 all FACS-funded Specialised Homelessness Services (SHS) providers are to be accredited against the ASES, to the Certificate level at a minimum.

It is expected that providers will start the process in 2019/20 after the pilot ends to ensure that external reviewers are available to undertake site assessments across the state and confirm the requirements for accreditation have been met by all organisations prior to 30 June 2023.



Why choose QIP ?

QIP can best support your organisation throughout the accreditation process by providing:

- A dedicated QIP Client Liaison Officer
- Access to the QIP accreditation hub, which includes
 - AccreditationPro, our user-friendly self-assessment tool
 - Our extensive online education and resource library containing useful documents such as interpretive guides, customisable templates, fact sheets and checklists and complimentary elearning
- Stay up-to-date with industry and organisational news, helpful tips and your standards information with QIP communications, including periodical e-newsletters advising of any changes to processes, systems, standards or evidence requirements are released
- Marketing collateral to support self-assessment and promoting accredited status – a framed A3 certificate, display stickers, customisable media release and digital files.



Contact us

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