



Community Centres SA
Strengthening Local Communities

**Strong Governance in Community Centres -
Principles and Practice**
Session 2

ASES accreditation - Preparing for Success

Wednesday 3rd June
12 – 2.30pm



About Us



- The Highwire Group is a team of experienced consultants passionate about supporting community service organisations to strengthen their governance, management, service delivery and accreditation outcomes.
- Our aim is to support communities, organisations and individuals to thrive by tailoring our services and support to suit their needs.



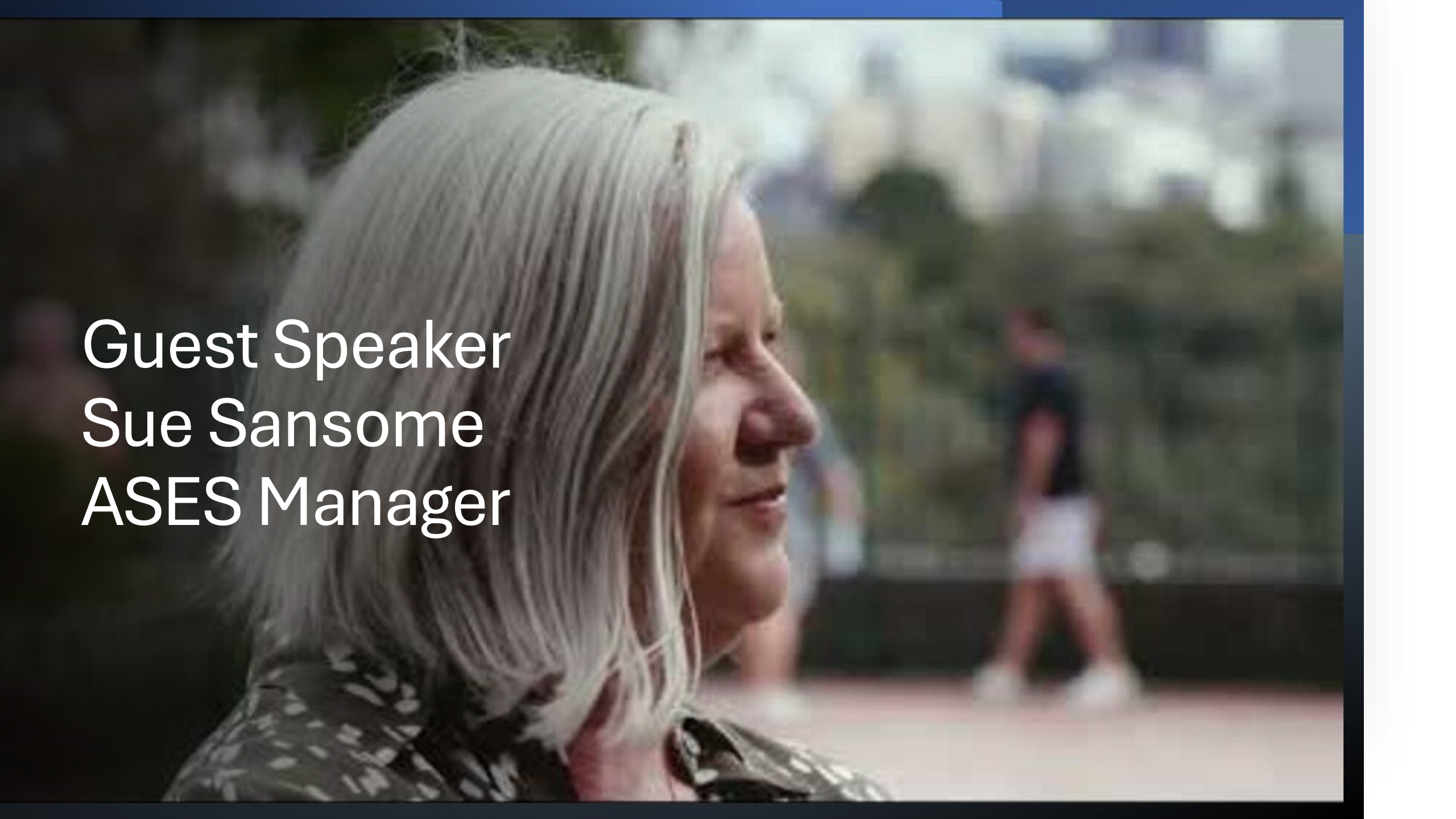
In this session

- Communicate the benefits of accreditation
- Engage and empower a range of stakeholders
- Implement a strengths-based approach to self-assessment
- Tell your story with the best evidence



1. Communicate the benefits of accreditation



A close-up, profile shot of a woman with long, straight, white hair. She is looking towards the right side of the frame. The background is a blurred outdoor setting, likely a park or a public square, with greenery and a person walking in the distance. The lighting is soft and natural, suggesting an overcast day. The overall mood is contemplative and serene.

Guest Speaker
Sue Sansome
ASES Manager

A Quick Poll

If you are an accredited
organisation.....

**In a few words tell us
the impact or benefits
of ASES Accreditation?**







A Framing Exercise

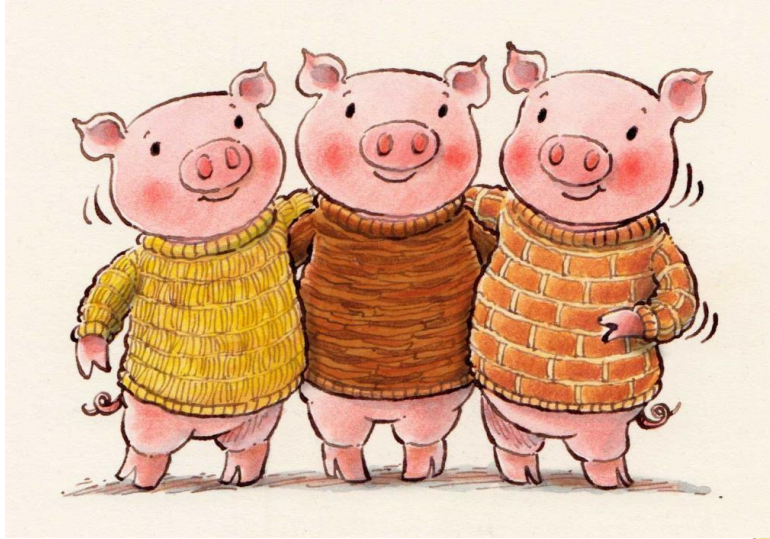
- The language you use
- The tone / emotion you convey
- The timing
- The environment
- The audience

Motivate with Messages

- “Being the best version of ourselves
- A spring clean
- A chance to get feedback
- Reflecting on our achievements
- Keeping everyone safe”

Is it a carrot or a stick?







Andrea Mason OAM

2. **Engage and empower** a range of stakeholders through the accreditation process



There are seven main steps in the ASES process

Activity - Link Up the 7 Steps

- 1 Receive Certificate
- 2 Onsite Assessment
- 3 Report / Quality Action Plan
- 4 Registration
- 5 Develop the assessment schedule
- 6 Book your Assessment date
- 7 Self-Assessment and Document Collection



A diverse group of young people, including students of various ethnicities and ages, are huddled together in a circle. They are all smiling and looking towards the center where their hands are stacked on top of each other. The scene is warm and collaborative, suggesting a team-building exercise or a group discussion. The text "Who are your stakeholders?" is overlaid in the center of the image.

Who are your stakeholders?



What would empower?

Clients and Community

Information – briefing - in accessible language

A safe space

Consent

Communicate progress

Culturally safe, trauma informed assessors

Choices

Debriefing

Feedback



Board, Staff and volunteers

- Make time
- Learning lunch
- TEAMS conversations
- Structure it in as a standing item
- Allocate tasks and lead roles to individuals
- Participate in self assessment
- Show progress
- Make it fun



Stage 1 GREEN

Preparation and Planning

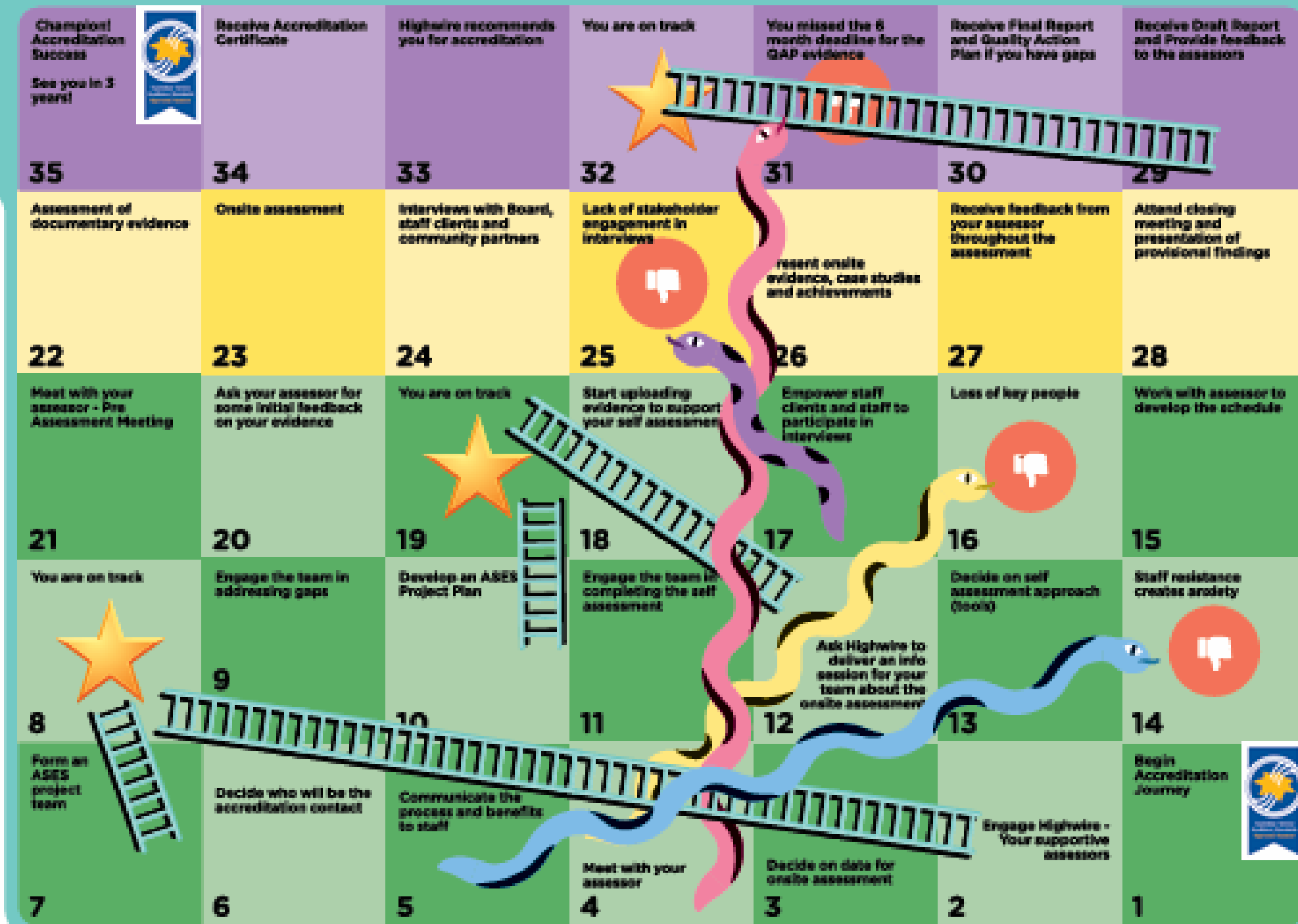
Stage 2 YELLOW

Onsite Assessment

Stage 3 PURPLE

Post Assessment

1. Throw the dice to move through the accreditation steps
2. If you land on a ladder, it's an enabler - move up the board
3. If you land on a snake, it's a pitfall - move down the board
4. Discuss the enablers and pitfalls as you go - "How will you ensure success at each stage of the accreditation process?" "How will you avoid the pitfalls?"
5. First player to achieve accreditation wins



3. Implement a strengths-based approach to self-assessment





The self assessment is an
opportunity to.....

Identify



STRENGTHS TO
LEVERAGE



WEAKNESSES TO
DEVELOP



OPPORTUNITIES
TO EMBRACE



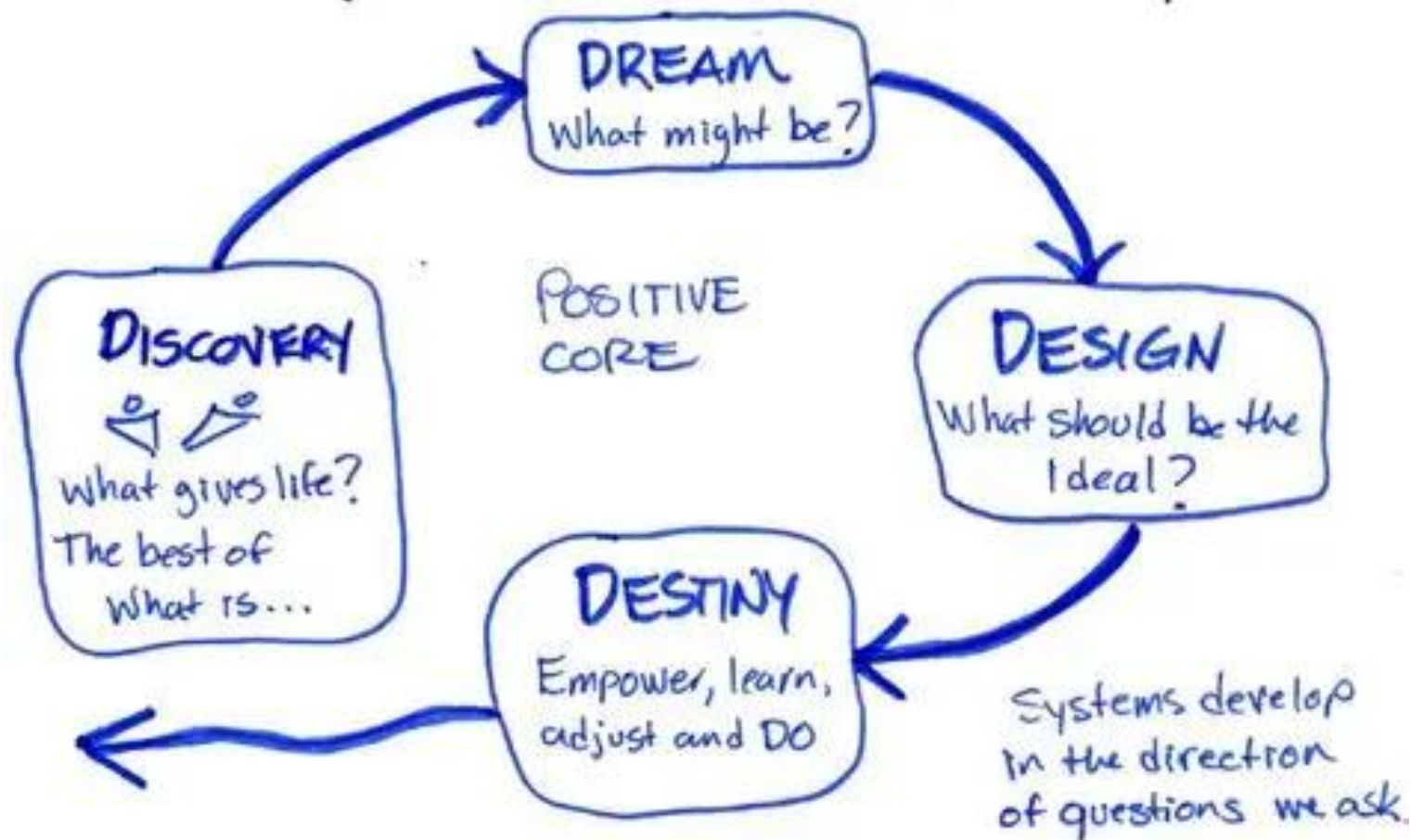
RISKS TO
MITIGATE



Check yourself!

- Documentation Checklists
- ASES audit tools
- ASES Workbook
- Action plans
- BNG Quality Portal
- ASES Evidence Guide

APPRECIATIVE INQUIRY



Source: Cooperrider et.al

A Systems View

Let's take a look

Risk Management Standard 2.4

System in place

Communicated

Incidents

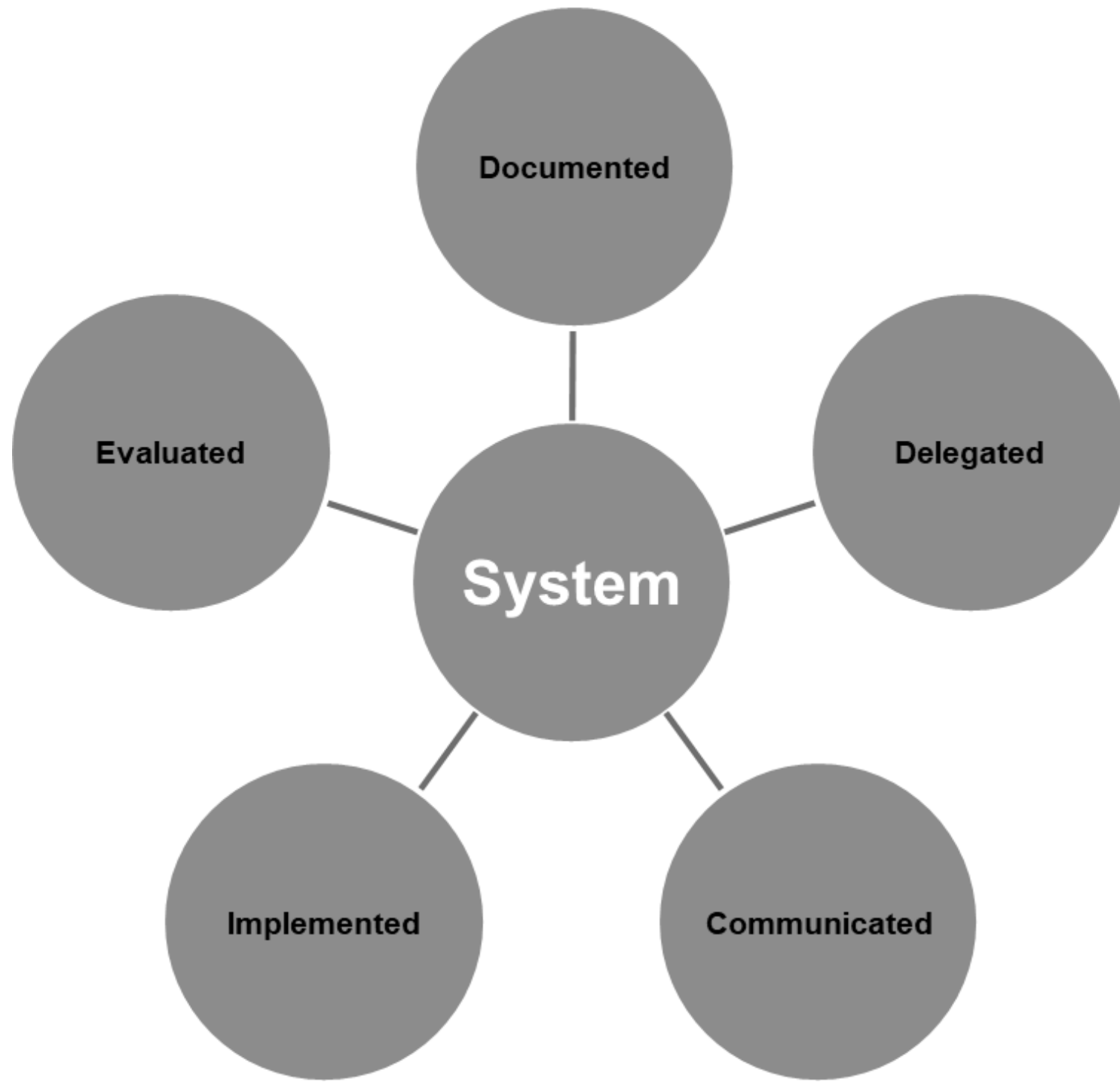
Clinical risk

Responsibility
delegated

Major projects

Audits

BCP



3. Tell your story with the very best evidence



What is Evidence:

“A ground for belief; that which tends to prove or disprove something; to make evident or clear; show clearly; manifest”

(The Macquarie Dictionary, 3rd Edition, 1997).



Evidence-What are we looking for?

Objective evidence

Proof that there is control over the activity
being audited

That the policy and/or procedures are
implemented consistently

Compliance with the relevant Standard

Compliance with the relevant
Act/legislation/ funding agreement that
applies to the organisation

That planned outcomes are achieved.



Types of Evidence

- Policy documents
- Manuals
- Registers
- Reports
- Interviews
- Observations
- Audit results
- Presentations
- MoU's and agreements
- Evaluations
- Feedback and survey results
- Training records and documents
- Meeting records
- Emails
- Photos
- Videos

What 3 evidence examples can you list?

C 4.2 Workplace Health and safety
C 4.2.5 Provide a healthy workplace

What 3 evidence examples can you list?

C 4.3 Cultural Inclusion Standard

C 4.3.1 Embracing all forms of diversity



Which tip will be most helpful for your team as you prepare for your next accreditation assessment?

Preparing for Accreditation Success Resources

- Webinar Recording
- ASES project planning tool
- Key Documentation Checklist
- ASES interview themes
- Preparing for re accreditation tips
- 5 Self assessment checklists by role
- ASES evidence guide and workbook

Links

- <https://youtu.be/RsDmkWBQBQw> – Sue Sansome introduces ASES
- [Cost Calculator | DHS](#)
- [Choice of assessor | DHS](#)

Evaluation

