

# The ASES Journey

The Burdekin ASES Journey begins.....



*Our youth.  
their future.*



# Acknowledgements

First and foremost, I would like to thank The Burdekin Association Board and CEO for their fabulous support during the ASES project. To all of The Burdekin Team I would like to acknowledge all of you for your generosity, commitment and persistence in working through our new systems, processes, consultations and quality improvements. I would especially like to thank those who attended weekly ASES training sessions and discussions that created rich conversations and made this journey thoroughly enjoyable.



## Australian Service Excellence Standards (ASES)

The Australian Service Excellence Standards (ASES) is a set of standards and national quality improvement program that aims to assist non-government organisations (NGOs) to improve their business systems, management practices and service delivery.

### Approach to Australian Service Excellence Standards

The **Australian Service Excellence Standards (ASES)** assists organisations to improve and achieve confidence. It does this through:

- Fostering a **partnership approach** of working with organisations to progress through the framework, by providing training, support and mentoring.
- Developing **supportive relationships and collaborative initiatives** between Peak bodies, external assessors, State and Commonwealth governments. It does this with a capacity building and developmental approach.
- Providing a **consistent quality management framework** with internationally accredited standards.
- Bringing prestige and **acknowledgement for the contribution** that agencies make to the community and encourages organisations to pursue excellence by achieving accreditation in ASES.
- **Building a knowledge base** or repository of resources, policies and examples of responses to ASES standards as a resource to share across participating agencies to further build capacity and avoid duplication of effort.



## **Our Vision**

**That all children, young people and their families are empowered and supported to develop their full potential and have the life skills and opportunities to lead a full and active life in our community.**

## **Our Mission**

**To enable young people aged 12 to 25 years who are homeless or at risk of homelessness to develop the skills and confidence to live independently within the wider community. their**

## **Our values**

**To work from a person-centred and client-focused approach**

**To be accountable to clients at all levels of the organisation**

**To cultivate a committed, dedicated and highly skilled staff**

**To provide informed and current services**

**To be an inclusive organisation with equity of access**

**To provide accessible yet sophisticated services**

# The ASES Journey

In March 2020, The Burdekin Association commenced the ASES auditing project plan.

The CEO Justene Gordon was excited about the organisation commencing this audit process as she acknowledged the standards were a great benchmark for quality service delivery and modelling.

Justene put together a team that could lead this process and Stephanie Mason and Narelle Hand set the project lead and support for this role.

In early May 2020 we were ready to commence the timeline with our chosen auditor Tamara Stojanovic from AQP—health and community services management consulting.

Stephanie and Narelle met weekly with Tamara these weekly sessions proved to be such a great support. This was clearly a great design in the audit process for ASES it created an open forum for us to be challenged in our thinking and opened our minds to some creative ways to work within ASES.

The ASES standards can feel a bit overwhelming when you first review them, but when you break this down into each of the 8 Standards, we were clearly able to define the categories needed to be provided.

Stephanie and Narelle wanted to make this fun, we wanted to create an environment whereby the audit was a positive opportunity to showcase the wonderful work we are doing at Burdekin, and to think in new ways of how we worked in our service delivery.

# The ASES Journey

## The Weekly Learnings

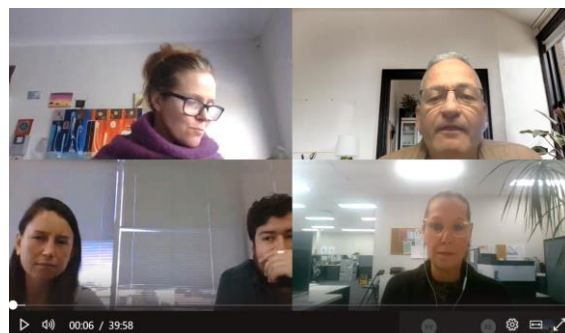
Each week we would meet as a team and slowly work through each set of standards. This was a great way to have the team apart of the journey it was slow-paced, and we took the time to have the flourishing discussions that at times don't always happen.

The team asked questions and we rumbled with ideas and came up with some fabulous new ones as well. I particularly loved the Cultural Conversation Starters which we workshopped as a team and then tested this with young people.



## Cultural Conversations

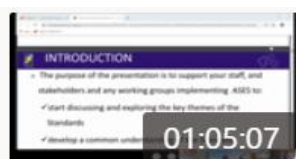
- *Is there something that you would like me to know that is important to you when we are working together?*
- *Is there particular events that you like to attend?*
- *Who are the important people in your life?*
- *Who do you think has had a big influence on the person you are today/ shaped who you are today?'*
- *Sometimes people don't understand what is important to you. Can you tell us what things would be unhelpful?*



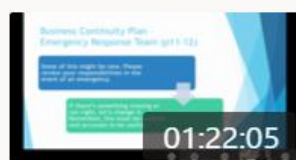
# The ASES Journey

## The ASES Standards

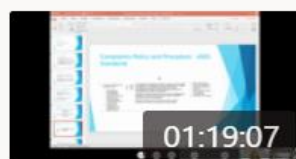
One observation was that the team started to become really engaged in the ASES audit and they were giving quality feedback at each weekly session. Staff were asking questions that provoked good discussions and there was clear evidence the ASES standards were having a direct effect on the way we worked.



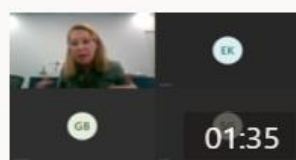
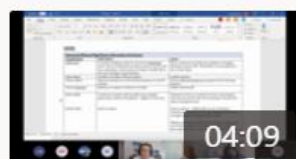
The standards were now being aligned with our practice and this was really exciting, as it showed that we were really starting to see the positive impact that ASES was having on our day-to-day work.



One particular key discussion was around language styles and the importance of language with young people. It reflected directly to our person-centred model of practice, but it did leave us all researching and the final outcome was that we changed a number of our documents to reflect this.



We also developed our case note principles in one of the workshops this took a number of sessions, however when you work as a team in consultation and collaboration it creates this ownership of the work. This process also strengthened the team's engagement with leadership and each other.



The Burdekin Board also set up an ASES working group headed by the President Gill Lawrence, Board Member Jane Buncle and Secretary Eva Bowers. Stephanie and Narelle met with the ASES Working Group over the duration of the ASES project and worked together on the development or refinement of governance processes and policies. This was a great initiative to have key people who were feeding back to the rest of the Board and the support was very much appreciated by the Project Team.

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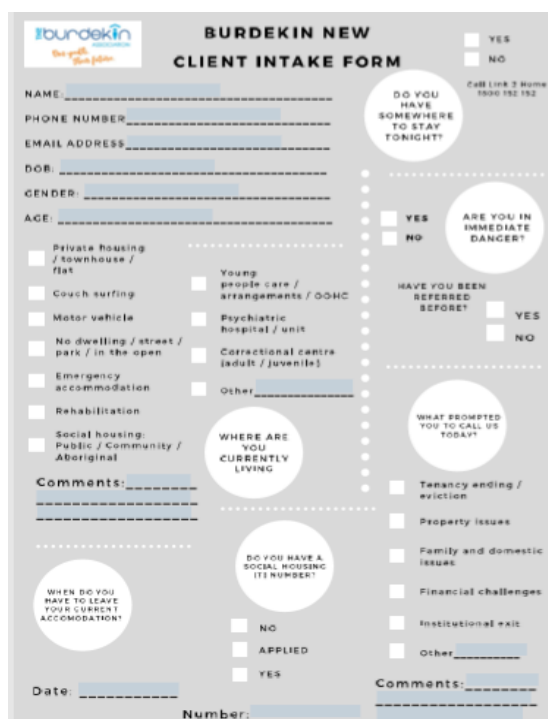
## Quality Improvements

With the development of our quality improvement log a couple of key elements occurred.

We were finetuning documents and one particular process was the intake form.

The intake form was very prescriptive it seemed to be very data driven. So as a team we started with a client mapping journey and then created a conversational flow.

Once we had refined the processes, we looked at efficiency's in recording intake documentation. We are now proud to showcase our new Intake form which is more about having the conversations with the young person and creating rapport, but still gathers the necessary data information required for our funding and reporting compliance.



The image shows a 'BURDEKIN NEW CLIENT INTAKE FORM'. It is a structured document with various sections for data collection. At the top left is the Burdekin logo with the tagline 'the path to a better place'. The title 'BURDEKIN NEW CLIENT INTAKE FORM' is centered at the top. The form includes fields for NAME, PHONE NUMBER, EMAIL ADDRESS, DOB, GENDER, and AGE. There are several checkboxes for housing types: Private housing / townhouse / flat, Couch surfing, Motor vehicle, No dwelling / street / park / in the open, Emergency accommodation, Rehabilitation, Social housing: Public / Community / Aboriginal, and Young people care / arrangements / OOHHC, Psychiatric hospital / unit, Correctional centre (adult / juvenile), and Other. There are also circular callouts asking 'DO YOU HAVE SOMEWHERE TO STAY TONIGHT?', 'ARE YOU IN IMMEDIATE DANGER?', 'WHERE ARE YOU CURRENTLY LIVING?', and 'DO YOU HAVE A SOCIAL HOUSING ITI NUMBER?'. A section titled 'WHAT PROMPTED YOU TO CALL US TODAY?' lists reasons like 'Tenancy ending / eviction', 'Property issues', 'Family and domestic issues', 'Financial challenges', 'Institutional exit', and 'Other'. At the bottom, there are fields for 'WHEN DO YOU HAVE TO LEAVE YOUR CURRENT ACCOMMODATION?', 'Date', and 'Number'.

**BURDEKIN NEW CLIENT INTAKE FORM**

NAME: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

DOB: \_\_\_\_\_

GENDER: \_\_\_\_\_

AGE: \_\_\_\_\_

☐ Private housing / townhouse / flat

☐ Couch surfing

☐ Motor vehicle

☐ No dwelling / street / park / in the open

☐ Emergency accommodation

☐ Rehabilitation

☐ Social housing: Public / Community / Aboriginal

☐ Young people care / arrangements / OOHHC

☐ Psychiatric hospital / unit

☐ Correctional centre (adult / juvenile)

☐ Other: \_\_\_\_\_

DO YOU HAVE SOMEWHERE TO STAY TONIGHT?

☐ YES ☐ NO

ARE YOU IN IMMEDIATE DANGER?

☐ YES ☐ NO

HAVE YOU BEEN REFERRED BEFORE?

☐ YES ☐ NO

WHAT PROMPTED YOU TO CALL US TODAY?

☐ Tenancy ending / eviction

☐ Property issues

☐ Family and domestic issues

☐ Financial challenges

☐ Institutional exit

☐ Other: \_\_\_\_\_

WHERE ARE YOU CURRENTLY LIVING?

DO YOU HAVE A SOCIAL HOUSING ITI NUMBER?

☐ NO ☐ APPLIED ☐ YES

WHEN DO YOU HAVE TO LEAVE YOUR CURRENT ACCOMMODATION?

Comments: \_\_\_\_\_

Date: \_\_\_\_\_

Number: \_\_\_\_\_



# The ASES Journey



## Our Youth Housing Accommodation

The quality improvements in our youth housing were also strengthened by the ASES audit process. We met with our residents and encouraged ideas around what they would like to support them more. The young people wanted to freshen up the garden area so we organised a working bee and the young people participated on the day.

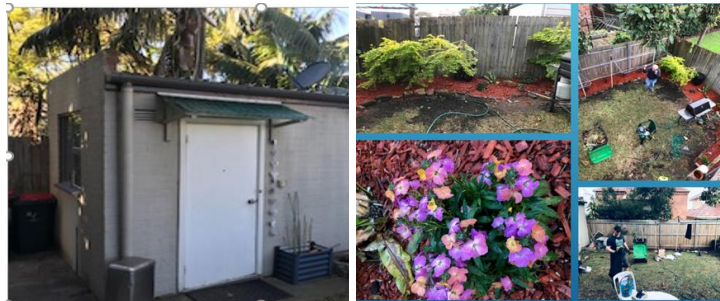
We purchased each resident a cleaning pack and then purchased new linen which encouraged our young residents to look after their rooms and we saw new independent living skills created in this process.

We started up our resident house meetings again and with the young people set an agenda for times and days that these would occur during the year. The young people really responded well to this process. The main outcome the young people said they felt more respected and apart of the decision making.

After one consultation the young people suggested we discontinue the bin roster and now the young people just organise within themselves to take the bins out each week. This use to be a real challenged with case managers and residents in making sure each person fulfilled their duty.

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We set up an office at one of our Youth Housing managed properties. We have regular case management meetings onsite. This has proved to be a real value add because we have more of a presence, and this is helping to keep the relationships with staff and case managers strong.



We have coffee and tea at the office so if a resident wants to meet it does not have to be in their room and they have a safe quiet place to talk when staff.

We contracted a Mental Health Clinical Nurse consultant to support residents onsite if needed and can also meet in the office with young people.

*ASES has been a gift to all of us here at Burdekin. It has reaffirmed the great work we do here with our young people and also sparked some creative innovations and will continue to guide our practice and service modelling.*

*Final quote from Emerick Kovacs when referring to the ASES journey and my personal favourite.*

***“MANY SMILES FOR MANY MILES”***

*Special Thanks to all of you who have contributed to the ASES Journey it has been joy!!!*

*Narelle*