

## How to choose an ASES external assessor

Here are a few guiding questions to help organisations to decide which is the most appropriate assessor for them. The choice is often subjective and based on individuals preferences; as a member of the ASES team we remain impartial and unable to make recommendations but to reassure organisations that an appropriate screening tender process has occurred to ensure that the ASES external assessors have the mix of skills, knowledge and attributes for organisations operating within the community service industry.

### What would those key clarifying questions be?

Organisations can choose their preferred ASES external assessor. We encourage organisations to choose the assessor on what is the best fit for their organisation.

Here are a few questions as a guide to help with that decision:

1. Has the assessor a prior connection (as a consultant, assessor or former employee) with the sector in which your organisation exists?
2. Has the assessor completed ASES assessments for other organisations in the same sector as your organisation?
3. How long has the assessor been an ASES Assessor?
4. How many ASES assessment are completed by the assessor on average per year?
5. Does the assessor express the attitude, values and behaviours that you desire (e.g. developmental, appreciative inquiry, empathy and care, culturally appropriate approach)?
6. Are there testimonials either on a website, or by asking relevant previously assessed organisations, in regard to the:
  - a. Assessor's capabilities/behaviour; or
  - b. Experience of your organisation with the assessor?
7. Do you like the assessor's personality and will their personality be acceptable to your staff, volunteers and client groups?
8. Whether the assessor has any knowledge and/or experience working with Organisations in Metro/Regional/Remote regions.
9. What is the preferred method of communication for the Assessor, in terms of providing support, updates and reports, i.e. over the phone, skype, email, fax, etc.
10. What is the price for the assessment as per scope (e.g. the number of staff and volunteers, the number of programs)?

Currently, the members of the ASES assessment panel are found on the ASES website [www.dhs.sa.gov.au/ASES](http://www.dhs.sa.gov.au/ASES) If you have any further questions please contact through the mailbox [serviceexcellence@sa.gov.au](mailto:serviceexcellence@sa.gov.au)