Title of Project
Is anyone better off?

Supervisor(s) Contact Details
Principal Supervisor Name: Dr Ian Goodwin-Smith
Discipline/Unit: Australian Centre of Community Services Research
Email: ian.goodwinsmith@flinders.edu.au

Co-Supervisor Name
Discipline/Unit: Anne Maddock – Anglicare SA
Email: AMaddock@anglicaresa.com.au

Brief outline of project
This research proposal is for a collaborative body of work between AnglicareSA, the Australian Centre for Community Services Research at Flinders University, and the South Australian Department for Communities and Social Inclusion. The research project will focus on quality processes in AnglicareSA as a case study in the Australian Service Excellence Standards Quality Systems. Within that frame of reference, the research will address a number of research aims designed to highlight customer perspectives on quality and the relationship between customer experiences and quality systems and frameworks including:

1. What does quality mean to customers in the social services sector?
2. Is there a tangible link between the lived experience of quality for customers and internal and external mandated Quality Systems (OR Frameworks)?
3. Is there a tangible link between internal and external mandated Quality Systems (OR Frameworks) and staff capacity to deliver a quality service for customers?

Key references (up to 3)


Location of Project
Australian Centre of Community Services Research, Flinders University