



growing caring teams

## DOES YOUR FRONT LINE DELIVER ON THE AGED CARE QUALITY STANDARDS?

CISCA is the **assessment tool** specifically designed for **teams in the care industry** to help organisations understand where their **biggest strengths, risks and opportunities lie**.

CISCA is the **only tool on the market, fully available online** that measures;

- PERFORMANCE AGAINST THE CARE STANDARDS
- STAFF ENGAGEMENT & PSYCH SAFETY
- CUSTOMER SATISFACTION & NPS
- CARE CAPABILITY
- TEAM & ORGANISATIONAL CULTURE

Benchmark each team's performance and engagement across your **organisation** and target **key areas** in team and **organisational development**



- 📍 Combine with **CILCA 360** to achieve the full picture of **leadership impact** and **staff capability, engagement & culture**.





## Multiple metrics, one tool. CISCA measures...

### **PERFORMANCE OF THE CARE STANDARDS**

The team's ability to deliver the relevant Standards (from leaders, staff and consumer perspectives)

### **+ CARE CAPABILITY**

The entire team's performance in five domains that enable great quality care; Caring with Integrity, Caring for Team, Caring with Purpose, Caring Safely, Caring Differently

### **+ EMPLOYEE ENGAGEMENT & PSYCHOLOGICAL SAFETY**

Staff engagement levels to understand on a deeper context what they are currently experiencing in the workplace, provided as an engagement %

### **+ CUSTOMER SATISFACTION**

Customer satisfaction scores, NPS and open text feedback from customers and families

### **+ CULTURE**

Overall culture at a team or site level

### **+ FEEDBACK FROM OTHERS**

The team's Impact on others measured by feedback from an interfacing team

**...and allows for industry & organisational benchmarking**

# WHY CHOOSE CISCA?

**Annual retesting**

CISCA is the window through which we can see the **correlations between staff capability**, engagement, safety and their **ability to deliver high quality care**, assessed through self and customer feedback.

**Benchmark teams against whole organisation**

The purpose of CISCA is to capture the current snapshot of the **entire team's care capability and performance**, and by comparing the views of different feedback providers allows us to **understand any blind spots** that might be present.

**Online survey takes only 10-15 mins to complete**

The quality of all working relationships is directly linked to the level of achievement of a team.

CISCA uses data to create insights to drive organisational clarity, focus, investment, change and performance.

It shines a spotlight on the most significant gaps for the team and organisational capability, culture and provision of care, by understanding the current and desired performance, and feedback across multiple areas.

It's never been more important to understand the experiences of your staff, to ensure they are working safely, effectively and achieving high performance. Critical to this is knowing where the risks are regarding the links between engagement, psychological safety, capability and the impact on performance outcomes.

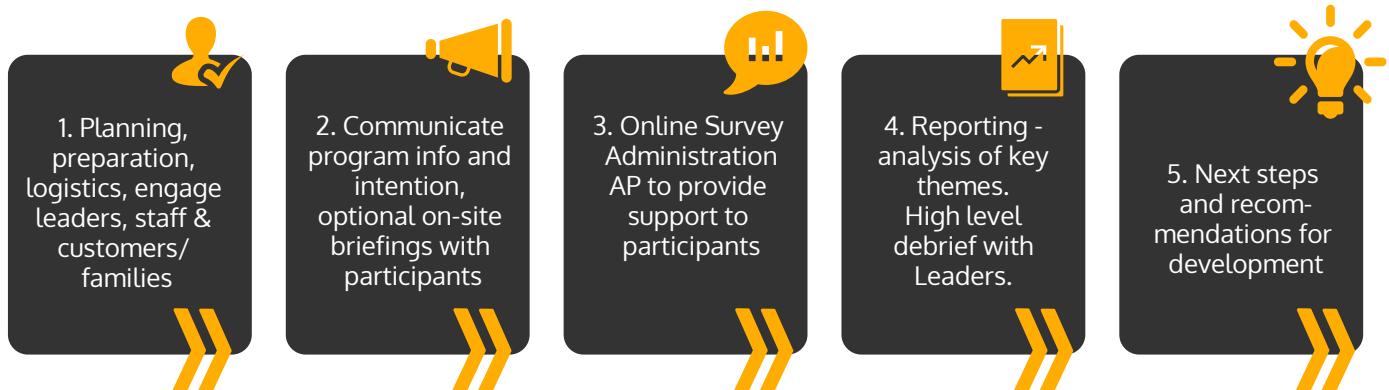
The **care industry** is in the midst of a **once in a lifetime change**, with Royal Commission findings and the offers of additional supports to a brand linked to **high consumer care** and sustainable business models.

An integral part of this journey is the **capability of care industry teams** at all levels to **create and sustain** a culture that supports the achievement of the new standards and beyond.



## COMMENCING YOUR CISCA PROGRAM:

In partnership with your CISCA accredited practitioner ("AP"), your CISCA program is completed in the following flexible, phased approach:



## WHAT ELSE? Assessing Leadership Capability with CILCA 360

CILCA is the only specialised leadership assessment for the care industry.

It shines a spotlight on the most significant gaps for the individual and organisational leadership capability by understanding the current and desired performance across five Leadership Domains, and the Aged Care Quality Standards, as well as measuring the leaders impact on others, and their ability to foster psychological safety.

CILCA provides an opportunity to transform individual leadership and performance by understanding current views, beliefs and behaviours and exploring alternate views that lead to high performance. It provides organisations the opportunity to implement highly targeted leadership development when using results in the aggregate.



Combine CILCA 360 with CISCA to achieve the full picture of leadership impact and staff capability, engagement & culture across your organisation.

## WANT TO FIND OUT MORE?

Contact us to find your nearest Accredited Practitioner



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