



### Barry Ashcroft | Managing Director | Linkage Care

Barry Ashcroft has over 30 years of corporate experience in the aged care industry in a variety of leadership, operational, government and consulting roles, including CEO LASA Queensland and State Manager for the Aged Care Standards Accreditation Agency

## TESTIMONIAL – LINKAGE CARE

### Optimised the recruitment process from the get-go

Linkage Care was established in 2016 and is a fast-growing Aged Care advisory service. As a start-up business, we wanted to ensure we **optimised the recruitment** of new employees right from the get-go.

We worked with Care Source as our specialist outsourced recruitment provider. We adopted the Care Advantage assessment tool more than 6 months ago, to test and target signature behaviours that we believe are important for staff working in the Aged Care sector.

*"We have had great success with the quality of employees that we have recruited since using Care Advantage"*

The Care Advantage assessment is integrated into our standard recruitment process as part of the initial screening to **ensure the quality of shortlisted candidates**.

The assessment reports provide **valuable insight** that is referenced during the interview process and probation period of each employee – we can refer back to the initial assessments and integrate this with our employee appraisal process.

Staff also undertake an engagement survey which coincides with the end of the employee's probation period to triangulate evidence, giving us a full picture of staff capability. It's one thing to ensure you are employing the right staff, but it is also important to ensure that **staff remain engaged**, effective and supported in their workplace.

The benefit of the Care Advantage assessment, is that it is also useful **to identify leadership traits** early in an employee lifecycle. This is valuable – particularly for a start-up organisation like Linkage Care.

We have had great success in the quality of employees that we have recruited since using Care Advantage. The dynamics of a busy start-up can sometimes result in a high turnover of staff, however we have experienced the opposite, with a **very low turnover**. For a start-up which is new to the market and somewhat innovative, it can stretch the abilities and skills of candidates in ways they may not have experienced previously. I think this is indicative of the fact that Care Advantage has ensured our assessment and selection process has been solid.