

23 July 2018

TO WHOM IT MAY CONCERN

Care Advantage - Testimonial

integratedliving Aust Ltd commenced our partnership with Care Advantage in 2017 to tackle the challenges associated with moving to a customer centric operating model within a competitive industry environment. The complexities of attracting candidates to the aged care sector are well documented and compounded in our case by the fact that we exclusively service rural, regional and remote communities where exceptional talent can be in scarce supply.

Use of the Care Advantage applicant profiling tool has assisted integratedliving to stabilise our workforce and enhance customer experience by ensuring that we select and retain capable and motivated staff who represent a great fit for our Organisation and the work that we do.

As customers are increasingly focused on receiving high quality and reliable services, it is imperative that our team are able to consistently deliver excellent customer service in order to influence satisfaction and ensure positive outcomes for each customer. By adding the profiling tool to our selection process, we can more reliably predict how well a candidate will perform and consider whether their individual strengths will enable fulfilment of the critical role deliverables.

Ross and his team are well informed and highly responsive, and they have provided excellent support to the integratedliving team.



Catherine Daley
Chief Executive Officer