



# TESTIMONIAL – PRESBYTERIAN AGED CARE NSW/ACT

## Because carers are born, not made

**I was introduced to Care Advantage through a conference I attended during 2018. The Care Advantage proposition resonated with me, as in the Care sector, it's important to look at tools that help make better informed decisions when it comes to recruiting people – particularly around the behaviours, attributes and values of a person.**

“In the Care sector, and more specifically, in our organisation, we provide care services to aged and vulnerable clients. As such, the quality of our carers is important, as is the quality of care our clients receive. Ensuring we can deliver this quality service is vital to providing a positive customer experience and consistent quality outcomes for clients.

Care Advantage is purpose-built for the Care sector and more specifically integrates well with our recruitment process. It provides insight into behaviours, attributes and values pertinent to the Care sector, that may not necessarily be available through traditional recruitment tools.

The recruitment team and line managers have been very open to using Care Advantage and the Executive team has also been supportive of integrating the system within the organisation. Implementing the system has been easy for us, and we've found Ross and the Care Advantage team responsive, timely and always there to help.

*Care Advantage helps to verify and support the belief that carers are born, not made.*

We have been using Care Advantage for more than five months now, in the early stages of our recruitment process, to identify/assess shortlisted applicants. We use it as a quality matching tool.

We are already seeing positive results at Presbyterian Aged Care, with data that shows significant improvements in staff retention rates and tenure, combined with anecdotal feedback from managers on the improved quality of applicants and new employees.

We will continue to use Care Advantage. It shows real value, contributes positively to our process, and it adds more depth to our overall recruitment and selection.

Care Advantage helps to verify and support the belief that carers are born, not made. There are people that are better suited to Care, and it's important for our organisation to attract and employ people who display those inherent attributes. And, it's important for our sector to employ those who will naturally do well, so it helps to build a stronger and more resilient culture around Care. Care Advantage enables us to do this efficiently, and with positive results.”