



TESTIMONIAL – INTEGRATEDLIVING

12 months in – reducing hiring mistakes and improving performance

In our industry and our business – the attitudes and behaviours of our people are really critical to delivering quality care for our clients.

integratedliving has been using Care Advantage for more than 12 months now, since May 2017, and it has become part of our standard business recruitment practice for all roles throughout the company.

We use Care Advantage as a screening tool at the top of our recruitment funnel with every person who applies for a role with Integrated Living, required to complete the assessment. **Using the assessment tool in this way helps us to eliminate unsuitable people right from the start.** And, the reports from Care Advantage assist us in shortlisting suitable candidates to progress to phone screening and face-to-face interviews. We can use the results as a reference during screening, honing in on any areas of concern, or aspects that may require further investigation or clarification.

As a HR team, we know that the quality and suitability of the people we are employing is improving – as we’re reducing our hiring mistakes, and employing people better suited to certain roles; and who as a result, will ultimately perform better in their role. We have a higher likelihood of identifying applicants with the attitudes and behaviours that will succeed in an Aged Care environment, and in our particular case – community or client-based care. Our hiring managers are also seeing the value in the insights we’re able to gain from Care Advantage with everyone on board with the system.

We’ve reduced our recruitment timeframe by up to 50%, from 4 weeks down to 2 weeks, through the integration of Care Advantage and other enhancements to our recruitment program.

As we've matured in the way we use the tools, we have since established benchmarks in the Care Advantage system for certain roles across the business. For example, attitudes, behaviours and skills will vary between Registered Nurses, Schedulers, or those in Support Worker roles. We're able to set benchmarks using the insights gained from our high-performing team members, with these benchmarks helping us to identify suitable applicants during the recruitment process that have similar characteristics or values. For example, if a role relies on someone who can work well within a team, or conversely, someone who works well autonomously – we're able to gain that insight from Care Advantage, and also clarify that criteria during the recruitment process.

We believe in hiring for attitude, and where relevant, train the skill. Applicants who we may have discounted in the past, because they didn't have specific training or experience in Aged Care are not necessarily eliminated at the early stages of recruitment as we can now see in their personality and their traits that they have the qualities we're looking for in a Carer. And, we can see through the benchmarking that these types of people will do well in their roles.

The insight that Care Advantage's assessment reports is able to provide is invaluable. And, often not something you can assess through traditional recruitment methods. In our business, we place a high level of importance on the values, behaviours and attitudes of a person, ahead of skill.

Care Advantage also supports us in our internal recruitment, particularly when we are assessing people for promotions or leadership opportunities. We're able to refer back to the insights gained through the Care Advantage system to reinforce decisions and new role appointments.

Care Advantage has assisted us in becoming more efficient with our recruitment processes and recruitment timeframes and as a result, we know we're saving valuable time, resources and money recruiting the right staff for our business. We've actually reduced our recruitment timeframe by up to 50%, from 4 weeks down to 2 weeks, through the integration of Care Advantage and other enhancements to our recruitment program. We are also seeing improvements in reducing hiring mistakes, reducing the number of people who may drop out during the probation period.

Care Advantage works well for us, it's designed to support our industry, and it's an invaluable tool for our business which we will continue to use for the foreseeable future.

Stephanie Jones

Customer Service and Recruitment Manager
integratedliving - integratedliving.org.au