

HOW DOES YOUR FRONT LINE MEASURE UP?

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

CISCA is the **only tool on the market** that measures;

- ✓ CARE CAPABILITY
- ✓ EMPLOYEE ENGAGEMENT
- ✓ CUSTOMER SATISFACTION
- ✓ PERFORMANCE AGAINST THE AGED CARE STANDARDS
- ✓ ORGANISATIONAL CULTURE

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



The Aged Care Quality Standards (Quality Standards) are now in effect.

The Aged Care Quality and Safety Commission expects organisations providing aged care services in Australia to comply with the Quality Standards.

CISCA allows providers to meet Standard 8(3)(a)



Benchmark each **team's performance and engagement** across your **organisation** and the entire **care industry**, and target **key areas** in team and **organisational development**



Multiple metrics, one tool. CISCA measures...

CARE CAPABILITY

The entire team's performance in 6 Domains that enable great quality care; Caring for Self, Caring for Others, Caring with Purpose, Caring Safely, Caring Differently and the Aged Care Standards*

+ EMPLOYEE ENGAGEMENT

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

+ CUSTOMER SATISFACTION

The team's performance to deliver the relevant Standards, customer satisfaction scores and open text feedback from customers and families

+ CULTURE

Overall culture at a team or site level.

...and allows for industry & organisational benchmarking

*or other relevant industry standards

WHY CHOOSE

CISCA?

- ✓ **Annual retesting**
- ✓ **Benchmark teams against whole organisation and industry**
- ✓ **Online survey takes only 10-15 mins to complete**

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

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.

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.

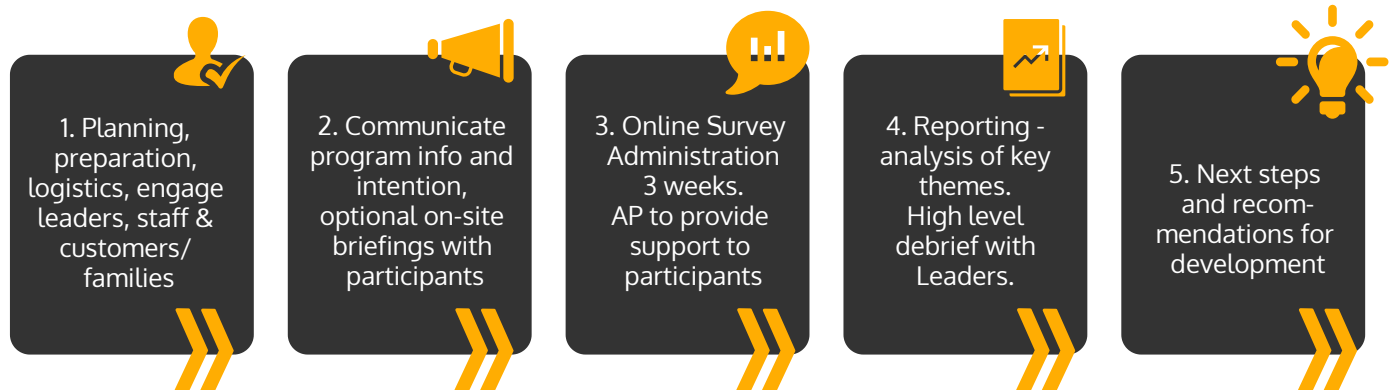
The **care industry** is in the midst of a **once in a lifetime change** to enable it to meet the **new aged care quality standards**, and create a brand linked to **high consumer care** and sustainable business models.

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:



NOTES

WANT TO FIND OUT MORE?



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