CISCA
growing caring teams

Data Drives Insight is the trusted source for leadership 360 feedback and staff engagement, culture and capability assessments specific to the care industry. We are here to create a world of thriving organisations, through the use of our specialised assessment tools which allow organisations, leaders and their teams to explore insights with the intent of learning and growing.

We know that the performance of an organisation comes down to the quality of its decisions. That's why we want to enable all organisations to make insightful decisions based on insightful data.

TEAM FEEDBACK SURVEY

CARE & DISABILITY SECTOR SPECIFIC

ONLINE ASSESSMENT

ACCREDITED PRACTITIONERS ONLY

What is it?
The Care Industry Staff Capability Assessment tool is the only valid and reliable feedback assessment, designed specifically for teams in the care industry.

What does it measure?
- Care Capability
- Employee Engagement
- Customer Satisfaction
- Organisational Culture
- Psychological Safety

Participants are assessed against 5 domains that are critical for leaders in the care sector to be high performing. These domains are; **Self, Others, Purpose, Safely and Differently.**

It also incorporates aspects from either the **Aged Care Quality Standards** or the **National Disability Practice Standards** and provides feedback on the team's **Engagement, Consumer Satisfaction and Culture** and their ability to foster a **Psychologically Safe** environment.

This combined with their *optional* consumer and family feedback paint the full picture of their team and provides an opportunity for growth and development within specific teams.

How is it administered?
Consisting of 96 questions the survey is administered **online and paper format (for consumers)** and takes around 15 minutes to complete. They can also have additional questions added, tailored to the organisation. It is confidential.

Team members and their Leaders participate by completing an online survey about the entire team and provide feedback across all areas. Also optional to get feedback from interfacing team.

Continued…
Consumers provide feedback on the team's ability to deliver on the Care Standards, and their Satisfaction with the care and support they receive.

Projects run for 6 weeks, from set up and nominations through the administration period, reporting and debriefing of results.

Who is it for?
Organisations across the care and disability sector that want to develop their teams (N=5), by benchmarking and targeting key areas for development using valuable and reliable staff, family and consumer feedback.

What do organisations receive?
Identify levers for change. CISCA reveals why your culture, capability or performance is not where it should be. Helps shift key organisational metrics like engagement and Net Promoter Score (NPS).
Benchmarking. CISCA allows benchmarking of each team's performance and engagement across your organisation and the entire care industry.
Targeted approach. It illuminates key areas of focus in team of organisational development to enable a targeted investment approach.
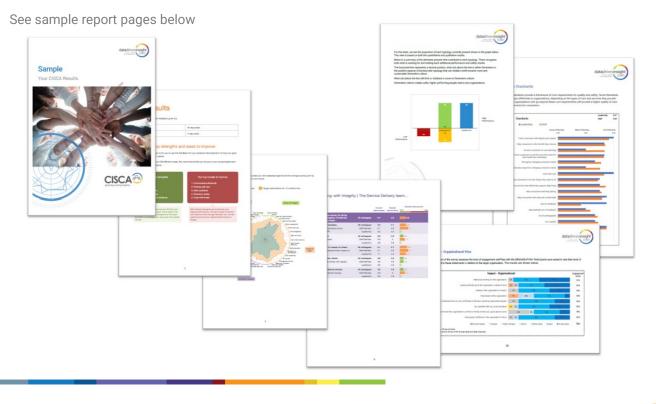**Holistic.** Combine CISCA with CILCA 360 to understand the full picture of leadership impact and staff capability, engagement & culture.
Insights. Gives organisations data-driven insights to create even higher quality care outcomes.
Report. Comprehensive report

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What does the feedback look like?

Participants receive a comprehensive report that outlines their results across several sections including;

Item	Measured by…	Results shown in…
Leadership Capability across 5 domains (Self, Others, Purpose, Safely, Differently)	37 behaviour statements with a frequency scale measuring current performance and desired performance for 12 months time, where 1 represents Not at All, and 5 represents All the Time, answered by self and others.	• Listed by Top Strengths and Areas to Improve. • Spidergraph showing gap analysis between current and desired performance. • Comparison of views of different feedback providers
Standards Team's ability to deliver the Aged Care or National Disability Practice Standards	18 behaviour statements with a frequency scale measuring current performance where 1 represents Not at All, and 5 represents All the Time, answered by self and others.	Graph and table showing views of various feedback providers (self and others)
Culture Attitudes and opinions shared by a group of people, and the organisations pattern of response to the problems and opportunities it encounters.	Measures culture typology; Detrimental, Bureaucratic and Generative (Westrum). 4 Qualitive and 8 quantitive questions, that reveal the current levels of each typology of the team. Using the scale 1 = Strongly Disagree to 7 = Strongly Agree.	• Quantitative results • Graph showing level of agreement to each statement, based on the aggregated feedback from all respondents • Table that shows the elements that contribute to the level of each typology.
Impact on Others Team's impact on the people around them. Each question states "In my interactions with this leader I feel…"	13 impact questions with a frequency scale measuring current impact where 1 represents Not at All, and 5 represents All the Time, answered by feedback providers only.	Graph showing frequency of each impact statement, based on the aggregated feedback from all respondents
Psychological Safety Team's ability to foster psychological safe environment	Amy Edmonson's 7 Psych Safety Questions, answered by feedback providers only. Using the scale 1 = Strongly Disagree to 7 = Strongly Agree	Graph showing level of agreement to each statement, based on the aggregated feedback from all respondents

See sample report pages below

The only specialised team feedback assessment for the care sector

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