

Elevate Team Performance and Person-Centered Care.

Care Teams is the only valid and reliable Team Capability and Culture Assessment, designed specifically for teams in the **care and disability industry**.

Why use Care Teams?

Care Teams highlights each team's strengths and areas for improvement, helping organisations use data to improve performance, culture, and care outcomes by focusing on the most important gaps.

- ✓ Gather and act on staff feedback = **staff retention**
- ✓ Focus on the biggest opportunities = **return on investment**
- ✓ NPS (Net Promoter Score) = **improve the brand**
- ✓ Customer feedback = **meet the requirements of aged care quality or national disability practice standards**



What does it measure?

- Care Capability
- Employee Engagement
- Customer Satisfaction
- Organisational Culture
- Psychological Safety
- Quality Standards
- NPS (Net Promoter Score)

Care Teams gathers feedback from team members and customers against the above elements.

Care capability assesses 5 areas that are important for teams in the care sector to be high performing in: **Caring for Teams, Caring with Purpose, Caring Safely, Caring Differently and Caring with Integrity.**



What do organisations receive?

- Report per team that includes both qualitative and quantitative data with key insights into opportunities for improvement
- Organisational report with executive summary
- Opportunity for benchmarking teams against other teams in the care sector



How it works

The **96-question survey takes about 15 minutes**, is confidential, anonymous and can be done online or on paper. Team members, leaders, and consumers all give feedback on team performance and care quality. **Projects run for 6 weeks**, from setup to reporting, debriefing and action planning.

Organisations are fully supported by an accredited practitioner of their choice or you can accredit your own people.