

Delivering high quality care for older Australians



We inspire success by supporting our clients to deliver compassionate connected care and to embed a culture of continuous improvement.

Our integrated feedback, measurement and improvement solutions and services are supported by evidence-based research and incorporate the new Aged Care Quality Standards and the Consumer Experience Report.

Our framework illustrates the interdependence of consumer experience, compliance and employee experience. A commitment to excellence across all three elements is required to deliver quality care and services as the aged care sector transitions to a consumer-directed market-based system.

FRAMEWORK



Insight. Action. Improvement.

We provide a full service, partnering with our clients to measure and improve their consumer experience as they transition to the new Aged Care Quality Standards.

CONSUMER EXPERIENCE SURVEY

Older person and Family feedback
Incorporates the Consumer Experience Report
Optional validated survey items
Optional CDC module

QUALITY STANDARDS SELF-ASSESSMENT TOOL

Proactive pre-audit self-assessment
Highlights improvement opportunities and areas at risk of non-compliance
Simple to use online survey format
Based on the new Quality Standards

EMPLOYEE ENGAGEMENT SURVEY

Validated framework
Includes safety culture items
Pulse survey functionality

CONTINUOUS IMPROVEMENT

Library of evidence-based best practice strategies
Knowledge transfer through coaching
Action planning workshops
Manager training
Leadership effectiveness

DATA IS HOUSED ON AN INTEGRATED INTERACTIVE PORTAL

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Insync is the largest Australian-owned survey, research and consulting firm, and our Health, Education and Community Services practice group are sector specialists having worked with over 50 aged care, community services and NFP organisations. We can also draw on Press Ganey's experience of providing solutions to over 33,000 health and aged care facilities across 18 countries.

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