

## What our clients say about Psychometric Testing

We recently asked one of our clients to tell us about their experience with the SACS Psychometric Assessment Portal and how it has changed their recruitment process. This is what Susan Marsenic, General Manager - Human Resources at Vasey RSL Care said.



'The number of departures in the first year of service has decreased by 54% compared to the average of the six years prior. Instances of abandonment of employment in the first year of service have decreased by 61% compared to the same period. There have been no cases of permanent employees abandoning their employment in their first year since 2013 as opposed to 12 cases in the six years prior.

In addition to fewer departures in the first year of service, employee retention is up overall. In 2014 -2015, fewer staff than any year prior left with between 1 and 2 years service. Better retention has resulted in fewer employment vacancies over fiscal years 2014-2015 and 2015-2016, and equates to improved continuity of care for residents.

In regard to employee performance, since July 2014 managers have rated 88% of their new employees as either "excellent" or "very good" after three months of work.

The number of involuntary terminations in the first year of service has decreased by 83% compared to the six years prior to these changes.

Since 2013 there has been only one termination due to performance within the first year, as opposed to 20 cases in the six years prior.

Of the 46 instances of counselling or disciplinary action from 2013 to date, only six instances involved employees hired during this period. Employees hired since 2013 make up 48% of the current workforce but only 13% of the counselling or disciplinary cases.

The organisation operates an employee recognition program which includes annual staff recognition awards celebrating quality care, service, innovation and leadership. In 2012 35% of nominees were hired in the three years prior. In comparison, the 2015 awards saw a 19% increase on this with 43% of nominees having been hired in the three years prior, or since these changes were introduced.

These improvements have also impacted the amount of money spent on job advertisements and agency placement fees. Advertisements and agency spending for permanent appointments on average per hire has decreased by 30% in the last three years.

Supporting the quantitative results, feedback from the Chief Executive Officer (CEO), managers, residents and candidates also speaks to the success of these initiatives. The CEO has reported an observable and noticeable difference in the demeanour and

engagement of new employees who are more interested in the organisation and proactive about asking questions. The CEO has also observed stronger organisational citizenship behaviour in workplaces, and new employees have a better understanding of how their role contributes to broader outcomes for residents. Managers' feedback has also been positive: due to improved selection, teams are more cohesive and communicate better resulting in smoother delivery of care. A stronger alignment to organisational culture and purpose has been observed through engagement in training, the organisation's social media platforms and a shared pride at commemorative events. The CEO also noted that reporting mechanisms in the organisation were working more effectively and that one contributing factor to this was the assessment of employee honesty and conscientiousness during selection. This has resulted in incidents being managed more effectively and preventative actions being implemented.

Respondents to the annual Resident Satisfaction Survey have consistently rated staff friendliness, care, competency, respect, response to needs and communication between 90% and 100% since 2013. One home's results showed an overall average of employee-related response areas improving from 88% in 2011 to 97% in 2015. Candidates comment that our selection processes are different to their experience with other aged care providers, with one saying, "It's great that you go to so much trouble to get the right staff because it shows you really care about your residents."

The reduction in the cost of recruitment and involuntary terminations alone covers the cost of the testing, the overwhelming positive impact on the organisational culture of a mission based human service organisation is a crucial and significant benefit.'