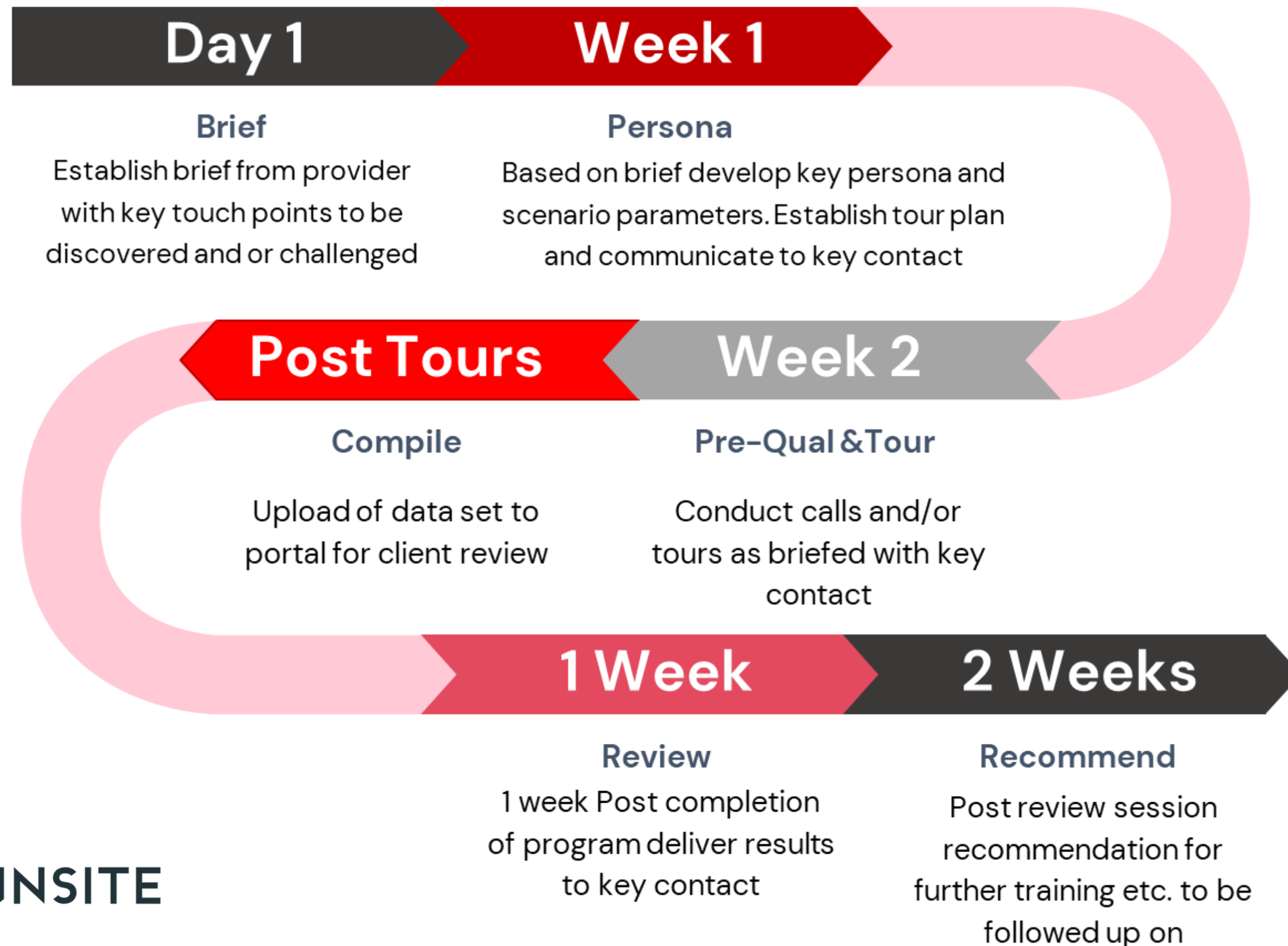
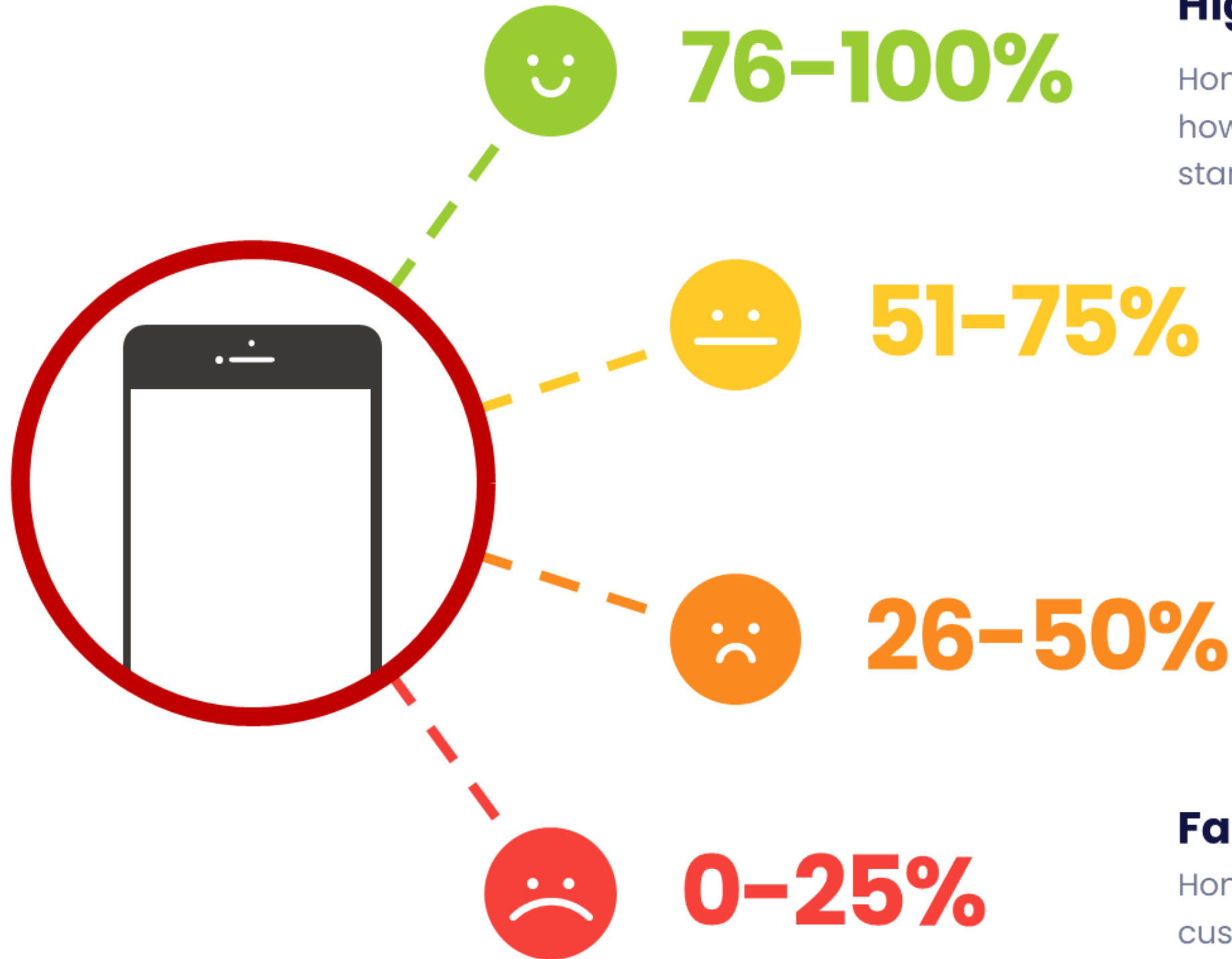


Tour INSITE & Pre-Qual INSITE Approach



RATING SYSTEM

How we maintain a consistent approach



High PERFORMING HOME

Home representatives can answer set questions, understand how to ask the right questions. The environment is set at a high standard of cleanliness and well maintained.

Moderate PERFORMING HOME

Home representatives have a sound understanding of Aged Care entry and can ask some pointed questions to extract key details. Environment is tidy with some minor blemishes to cleanliness, some areas for improvement with furnishings and maintenance

Poor PERFORMING HOME

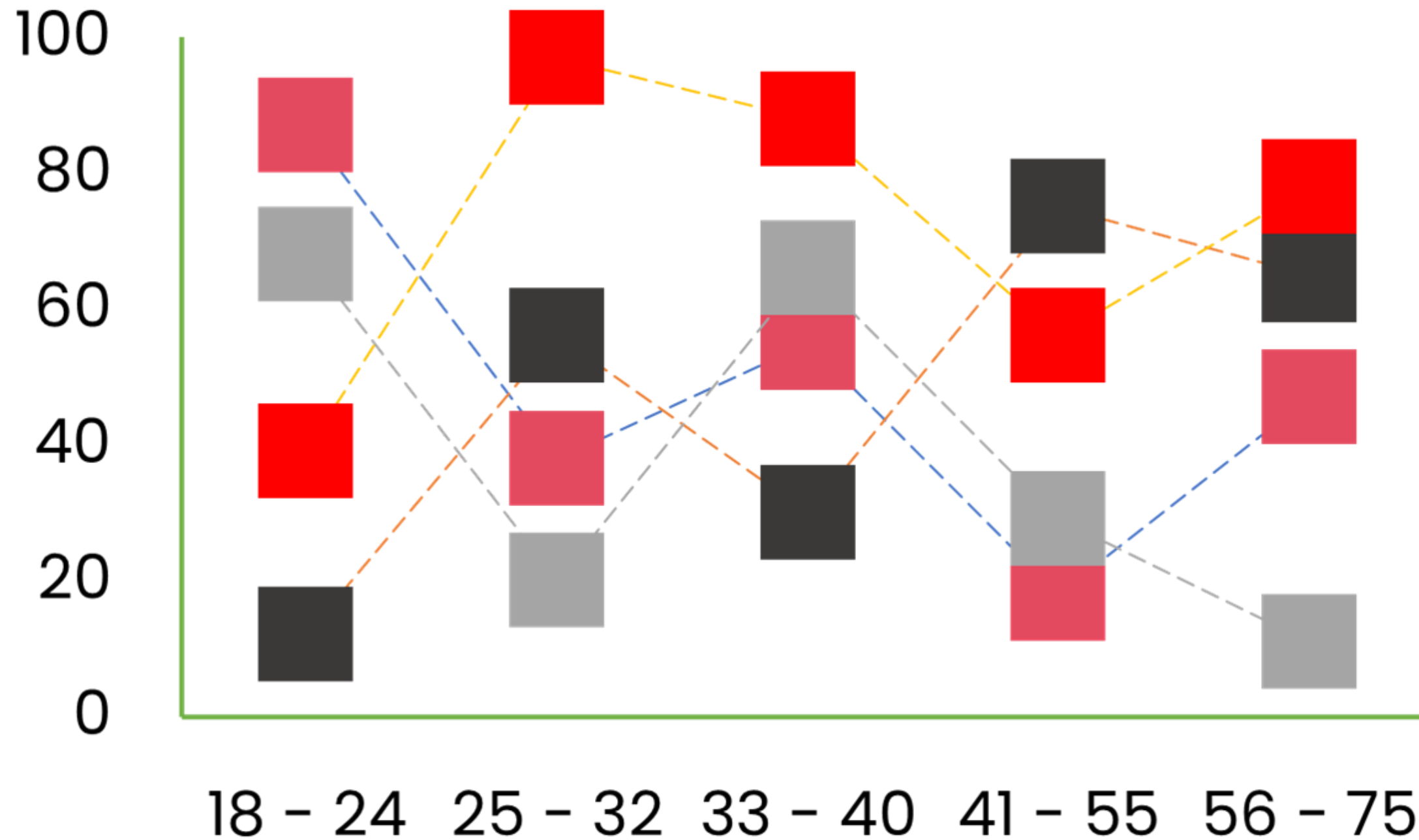
Home representative with little to no knowledge of Aged Care entry, understands aspects of their Home but no more than that. Environment requires work and areas of sensory improvement required for housekeeping.

Failing HOME

Home representative non-existent or extremely poor with basic customer service skills. Home look, feel, smell, sounds all require major work.

SURVEY RESULTS

Establish a baseline and then improvement



Base line

Establish a view on what your first impressions are like now.

Train and implement

Now that gaps are known through factual findings train staff and implement recommendations

Review Again

Review using same method to measure any shift or improvement.

Make tough decisions

If improvement great keep going, if not you may need to review deeper issues such as process and or greater environmental issues.