

Empowering people to serve with heart

Enhancing learning and development

At Cara, we believe that a great team is setup for success with great training. Over the past year, our Learning and Development team has undergone a transformation that not only improves the way we work internally but also enhances the care we provide to the people who need it most.

This journey of process improvements has made us more efficient, more capable, and more connected to our clients, and to each other.

In late 2023, we put our learning programs and processes under the microscope. We asked ourselves, “How can we empower our people to serve our clients with even more heart and effectiveness?” The answer was clear: by investing in our people, streamlining our processes, and providing tailored, impactful learning experiences to our staff that align with our values.

We began by improving training delivery methods, increased use of automation, focusing on more agile and flexible approaches that cater to different learning styles. This shift enhanced the efficiency of our training, allowing our staff to immediately apply what they’ve learned in real-time.

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With the appointment of Lezel Boks (pictured above) as a Clinical Training Officer, the training team established the Clinical Training function, which has and will continue to have, a significant impact on our organisation.

A Registered Nurse with extensive experience in both nursing and nursing education, Lezel focuses on enhancing the skills and knowledge of our support staff.

She is committed to ensuring our staff are equipped with the necessary competencies and the confidence, gained through comprehensive training, to deliver the highest quality services to our clients.

Moreover, the integration of a more structured and streamlined training process has significantly enhanced operational efficiencies.

By building automated workflows, manual tasks have been reduced, meaning that the training team can focus on what truly matters - delivering exceptional training to all workers,



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which directly translates into providing outstanding support and care to our clients.

One of the most rewarding outcomes of these process improvements is the positive impact on our employee experience.

Our 2023 Engagement Survey provided valuable insights, with employees expressing a strong desire for consistent opportunities for professional growth and enhanced training. In response, we refined our training programs to prioritise accessibility, flexibility, and tailored learning experiences.

Now, after reviewing our 2024 Engagement Survey results, we're thrilled to see continued progress. Employees have reported feeling

more supported in their development, with increased engagement and a stronger connection to their work.

These enhancements have fostered a more skilled, motivated, and accountable workforce, nurturing a culture of ownership, pride, and confidence. As a result, our team is even better equipped to deliver exceptional care with heart.

Our journey to transform our learning and development programs has already led to significant improvements, and we're just getting started. Our commitment to continuous growth ensures that we'll keep refining our training strategies to better support both our team and the clients we serve.

With every step, we're building a stronger, more skilled workforce dedicated to delivering care with compassion, expertise, and heart. Together, we're making a lasting impact - and this is only the beginning.