

Communication Materials for Participants



Communication Material for S/CCA Incumbents (Readiness Survey)

Recommended Email to Accompany the Survey

Dear XXX,

You were recently selected and trained to move into an enhanced role at {INSERT NAME OF CCO}. This is part of a project that AIC is running across our sector to improve and support care roles in Nursing Homes and Senior Care Centres. Through this, AIC aims to improve your experience as their employee, help you to feel that your role is important and meaningful, and make sure you have a clear idea of your career path and how you can progress at {INSERT NAME OF CCO}.

To make sure you are ready for your new role, and identify anything more we can do, we would like you to complete this survey [LINK TO SURVEY]. Please be assured that your responses will remain confidential and anonymous.

How will my responses be used?

- Your responses will not be used to identify you or for individual performance appraisals. These responses will be summarised for the project team to improve how we introduce the CCA and SCCA roles at {INSERT NAME OF CCO}.
- If you have any questions on your role, responsibilities or what is expected of you, or find that you struggle to complete your role in the future, please share these through our monthly surveys, or speak with <insert CCO POC name>.

Communication Material for S/CCA Incumbents (Progress Survey)

Recommended Email to Accompany the Survey

Dear XXX,

We hope you are enjoying your new role as Community Care Associate (CCA) or Senior Community Care Associate (SCCA) at {INSERT NAME OF CCO}.

Thank you for completing our Survey last month to help us to understand how you are finding your new role. Your responses have been very helpful. As a reminder, this is part of a new project that AIC is running across our sector to improve and support care roles in Nursing Homes and Senior Care Centres. Through this, AIC aims to improve your experience as their employee, help you to feel that your role is important and meaningful, and make sure you have a clear idea of your career path and how you can progress at {INSERT NAME OF CCO}.

We want to continue to understand how you are finding your role, understand any issues you are having, and give you a chance to share your feedback. To help us to do this, please fill in this month's survey here [INSERT LINK TO SURVEY]. Please be assured that your responses will remain confidential and anonymous.

How will my responses be used?

- Your responses will not be used to identify you or for individual performance appraisals. These responses will be summarised for the project team to improve how we introduce the CCA and SCCA roles at {INSERT NAME OF CCO}.
- As always, if you have any questions on your role, responsibilities or what is expected of you, or find that you struggle to complete your role in the future, please share these through our surveys, or speak to <INSERT CCO POC NAME>.

Communication Material for S/CCA Incumbents (Review Survey)

Recommended Email to Accompany the Survey

Dear XXX,

We hope you are enjoying your new role as Community Care Associate (CCA) or Senior Community Care Associate (SCCA) at {INSERT NAME OF CCO}.

Thank you for completing our Survey last month to help us to understand how you are finding your new role. Your responses have been very helpful. We want to continue to understand how you are finding your role, understand any issues you are having, and give you a chance to share your feedback. To help us to do this, please fill in this review survey here [INSERT LINK TO SURVEY].

This will be the final survey you will receive - we would appreciate you answering all the questions and giving as much feedback as possible. Your response will help us to understand what has worked well and what could be improved when introducing the new CCA and SCCA roles at your CCO. This will help us to improve in the future.

Please be assured that your responses will remain confidential and anonymous.

How will my responses be used?

- Your responses will not be used to identify you or for individual performance appraisals. These responses will be summarised for the project team to improve how we introduce the CCA and SCCA roles at {INSERT NAME OF CCO}.
- As always, if you have any questions on your role, responsibilities or what is expected of you, or find that you struggle to complete your role in the future, please share these through our surveys, or speak to <INSERT CCO POC NAME>.

Communication Material for Supervisors (Progress Survey)

Recommended Email to Accompany the Survey

Dear XXX,

Your supervisee has recently been selected and trained to move into an enhanced role at {INSERT NAME OF CCO}. This is part of a project that AIC is running across our sector to improve and support care roles in Nursing Homes and Senior Care Centres. As part of this initiative, we will be administering a survey to gather insights from the supervisors of the trained and deployed CCA and SCCA employees at your site.

To help us to do this, please fill in this survey here [INSERT LINK TO SURVEY]. Please be assured that your responses will remain confidential and anonymous.

How will my responses be used?

- Your responses will not be used to identify you or for individual performance appraisals. These responses will be summarised for the project team to improve how we introduce the CCA and SCCA roles at {INSERT NAME OF CCO}.
- If you have any questions on your role, responsibilities or what is expected of you, or find that you struggle to complete your role in the future, please share these through our monthly surveys, or speak with <insert CCO POC name>.

Communication Material for Supervisors (Review Survey)

Recommended Email to Accompany the Survey

Dear XXX,

Thank you for completing our previous Survey to help us to understand the sentiments of the supervisors of the CCAs and SCCAs on the implementation of the new community care roles. Your responses have been very helpful. We want to continue to understand how you are finding the new CCA or SCCA role, understand any issues you are having, and give you a chance to share your feedback.

To help us to do this, please fill in this review survey here [\[INSERT LINK TO SURVEY\]](#).

This will be the final survey you will receive - we would appreciate you answering all the questions and giving as much feedback as possible. Your response will help us to understand what has worked well and what could be improved when introducing the new CCA and SCCA roles at your CCO. This will help us to improve in the future.

Please be assured that your responses will remain confidential and anonymous.

How will my responses be used?

- Your responses will not be used to identify you or for individual performance appraisals. These responses will be summarised for the project team to improve how we introduce the CCA and SCCA roles at [{INSERT NAME OF CCO}](#).
- As always, if you have any questions on your role, responsibilities or what is expected of you, or find that you struggle to complete your role in the future, please share these through our surveys, or speak to [<INSERT CCO POC NAME>](#).

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