

## The RAVIE initiative: a professional network for homecare workers

### France

GENERAL INFORMATION	
Name of the organisation	IPERIA
Type of organisation	Other
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Topic of the good practice	Labour and skills shortages in the health and care sector
Geographical focus	Nation-wide
Duration	1/1/2007 - ongoing
Summary of the good practice	<p>RAVIE (Relais Assistants de Vie) is an innovative initiative developed by IPERIA to support and professionalise homecare workers who provide essential assistance to elderly and disabled individuals. It addresses both societal needs, such as the rising demand for quality homecare services and sector-specific challenges, including a critical shortage of skilled care workers and the professional isolation many face, particularly in rural or underserved areas. RAVIE aims to address these issues by creating local professional networks that connect homecare workers and offer them access to practical tools, peer-to-peer support, and a customised training programme tailored to the demands of their daily work.</p> <p>RAVIE was developed in response to a 2005 study conducted by IPERIA, which highlighted several challenges faced by homecare workers:</p> <ul style="list-style-type: none"> <li>• Professional isolation, particularly in rural areas</li> </ul>

- Limited access to information about available resources, training, and certification
- Lack of professional identity and awareness about training and certification opportunities
- Significant shortage of skilled care workers, particularly for elderly and disabled individuals
- Low social recognition of caregivers, despite the demanding nature of their work

These findings pointed to the need for a solution that not only provided training but also empowered workers, connected them with peers, and offered personalized support to address these challenges.

The RAVIE program consists of five interactive training sessions, each lasting three hours. Sessions are designed to be flexible and responsive to the needs of the participants. Groups are small (up to 15 people) to promote active participation and peer exchange. A trained facilitator, usually, a professional trainer or a guidance counsellor, who understands the challenges of the care sector, leads each session.

The training is highly customized: although the session structure remains consistent, the topics covered are tailored to the group's specific needs. Workers, together with their mentor, select the topics and the schedule, ensuring the program is practical and directly applicable to their work.

The five sessions include:

- Session 1: Introduction and identification of professional challenges faced by care workers. Participants agree on the topics to focus on during the program.
- Session 2: Expert intervention on a specific challenge (e.g., nutritionist on dietary needs for elderly clients).
- Session 3: Expert intervention, addressing a different challenge (e.g., psychologist focusing on mental health aspects of caregiving).

	<ul style="list-style-type: none"> <li>• Session 4: A pedagogical session focused on a theoretical issue identified in session 1.</li> <li>• Session 5: Collective debriefing with participants reflecting on what they have learned and sharing insights.</li> </ul> <p>RAVIE has proven to be highly effective in tackling the core challenges faced by care workers. Successive pilot phases and evaluations show their success in achieving the following objectives:</p> <ul style="list-style-type: none"> <li>• Strengthening professional and social inclusion by fostering a stronger identity and sense of belonging among care workers.</li> <li>• Reducing professional isolation through the creation of local, supportive peer networks.</li> <li>• Promoting access to continuous training and tailored upskilling pathways.</li> <li>• Responding to workforce shortages by developing skilled, adaptable professionals who meet real care needs.</li> </ul> <p>RAVIE is also widely appreciated by participants, with an average satisfaction score of 9.3/10 over the past four years.</p> <p>RAVIE is supported by long-term public funding through four national agreements with the National Solidarity Fund for Autonomy (CNSA) (2007–2025) and receives financial support of the professional branch of the homecare sector, ensuring sustainability and strong alignment with sector workforce strategies. RAVIE is fully operational in 34 departments across France, demonstrating its effectiveness and adaptability. Its successful implementation in diverse local contexts confirms that the model is transferable and can be tailored to meet the specific needs of other regions.</p>
<b>OBJECTIVES AND ACTIVITIES</b>	
<p><b>Background/context</b></p> <p>What challenge, need or gap were you trying to solve or respond to?</p>	<p><b>Challenges</b></p> <p>The Relay for Caregivers (Relais assistants de vie - RAVIE) is a scheme serving the private employers and domestic employment professional branch (Branche</p>

Why was this issue relevant or urgent in your context (sector, region, country)?

professionnelle du secteur des particuliers employeurs et de l'emploi à domicile). Created by IPERIA and supported by the National Solidarity Fund for Autonomy (Caisse nationale de solidarité pour l'autonomie - CNSA), RAVIE aims to strengthen the professional development of caregivers by offering tailored training sessions and opportunities for peer learning. This initiative helps improve the quality of support provided and enables professionals to continuously update their skills and practices to better meet the evolving needs of the individuals they assist.

More specifically, the scheme addresses several structural issues within the caregiver profession:

- Professional isolation is inherent to the job and even more pronounced in rural areas.
  - Limited access to information, as there is no central point of contact or dedicated information service for these professionals.
  - Lack of professional identity among caregivers often leads to a poor understanding of the training and skills development opportunities available to them to begin their professionalization journey.
  - Shortage of workers and insufficient professionalization, which are major concerns of the home care sector given the complex and demanding situations of dependency they encounter.
- By tackling these challenges, the RAVIE initiative helps to reinforce the quality, recognition, and sustainability of caregivers' profession.

#### **French context**

The RAVIE initiative was created to respond to urgent and growing challenges that are both societal and sectoral in nature. France is experiencing a major demographic shift. By 2030, nearly one in four French citizens will be aged 65 or over, and 92% of older adults express the wish to remain living at home as they age.

	<p>This evolution calls for a stronger and more structured response to the needs of an ageing population. In this context, the personal and Household services sector plays an essential role in public policies related to home care and the prevention of loss of autonomy.</p> <ul style="list-style-type: none"> <li>▶ The personal and household services sector is the 7th largest employer in France in 2025. It currently employs around 1.2 million people, including nearly 550,000 caregivers and 339,000 family employees, together representing 74% of the sector's total workforce. However, the sector is facing a significant renewal challenge: more than half of these professionals are expected to retire by 2030, with the average age currently around 48 years old. These trends highlight the urgent need to make the sector more attractive, strengthen professional recognition, and support the upskilling and professionalization of its workforce.</li> <li>▶ In this context, RAVIE provides a timely and essential response, ensuring that the growing needs of older people are met by well-trained, recognized, and committed professionals capable of supporting quality care at home.</li> </ul>
<p><b>Objectives</b></p> <p>What were the main goals of this practice (e.g. better compliance, faster processing, improved worker protection)? (Please limit to three)</p> <p>Who or what were these goals intended to help or change? (Please limit to three)</p>	<p><b>Main goals</b></p> <ul style="list-style-type: none"> <li>• Reducing professional isolation: The RAVIE initiative helps strengthen the professional identity of home caregivers, enhances the value of their work, and fosters a lasting support network based on mutual assistance.</li> <li>• Encouraging training: Through the provision of information on training and available professional development programs, as well as a friendly and accessible learning environment, RAVIE helps demystify professional development and motivates participants to continue improving their skills.</li> <li>• Building a peer network: The initiative promotes the creation of a community of practice, enabling home caregivers to share experiences, exchange good</li> </ul>

	<p>practices, and support one another in their daily work.</p> <p><b>Who benefits</b></p> <ul style="list-style-type: none"> <li>• Caregivers: Through enhanced professional development via targeted training and opportunities for peer exchange.</li> <li>• Elderly and individuals with loss of autonomy: Ensuring they receive high-quality, personalized support at home.</li> <li>• The home care sector: Strengthening the skills, recognition, and professionalism of its workforce, contributing to a more sustainable and effective system of care.</li> </ul>
<p><b>Main activities</b></p> <p>What were the main steps or actions you carried out to put the practice into effect?</p> <p>Were any tools, materials, partnerships, or processes created?</p>	<p><b>Main Activities</b></p> <p>Establishment of the territorial partnership</p> <ul style="list-style-type: none"> <li>• Promotion of the initiative: IPERIA identifies key stakeholders and territories and engages with the local authorities (Conseil Départemental)</li> <li>• Formalization of the partnership: Agreement on the terms of collaboration and signing of the partnership agreement or charter with the Departmental Council and/or partners.</li> <li>• Selection of training organizations: A call for tender is launched to identify accredited training organizations interested in implementing the program. Additionally, dedicated training is provided to RAVIE facilitators to ensure effective program delivery.</li> <li>• Launch steering committee: IPERIA provides partners with the RAVIE communication kit. The steering committee meets once or twice a year to review the program's progress in the region.</li> </ul> <p><b>Implementation of the RAVIE program</b></p>

- Communication with caregivers: Local authorities (Conseil departmental) send invitations to caregivers who support older adults or people with disabilities.
- Information meeting: Training organizations manage the administrative aspects of the RAVIE cycle.
- Registration of caregivers: Training organizations form the RAVIE participant group.

#### **The RAVIE sessions**

- ▶ Session 1: Identification of participants' needs and selection of key themes.
- ▶ Session 2: Presentation(s) by one or more experts on the chosen topic.
- ▶ Session 3: Presentation(s) by one or more experts on the chosen topic.
- ▶ Session 4: Practical case studies.
- ▶ Session 5: Sharing experiences and creating a collective project.

Training organizations present available training opportunities to encourage participants to continue developing their skills.

#### **Monitoring and evaluation of the initiative**

- ▶ Three months after the RAVIE cycle: A satisfaction survey is sent to the participants.

#### **Pedagogical innovation**

- ▶ Renewal and update of the overall RAVIE facilitator training program to strengthen its relevance and effectiveness.

#### **Communication tools**

	<ul style="list-style-type: none"> <li>▶ Design and deployment of a comprehensive communication kit (logo, brochure, poster, flyer, roll-up banner, etc.)</li> <li>▶ Creation of a practical development toolkit to support promotion team at IPERIA, including templates and operational tools (agreement tracking table, letter templates, RAVIE presentation materials, and key messaging).</li> <li>▶ Implementation of a Customer Relationship Management (CRM) system enabling training organizations to monitor RAVIE indicators and access the communication kit through a single digital interface.</li> </ul> <p><b>Digital innovation</b></p> <ul style="list-style-type: none"> <li>▶ Development of the RAVIE mobile application (for Android and iOS), providing reliable information about the profession, access to learning resources to enhance users' skills, a space for community exchange to reduce professional isolation, and a feature to facilitate replacements during leave or illness.</li> </ul> <p><b>Partnership development</b></p> <ul style="list-style-type: none"> <li>▶ Establishment of collaboration and partnerships with key stakeholders to strengthen the reach and impact of the RAVIE initiative.</li> </ul>
<p><b>Funding/organisational resources</b></p>	<p>The modules are funded by the private employers and domestic employment professional branch (<i>Branche professionnelle du secteur des particuliers employeurs et de l'emploi à domicile</i>). The RAVIE scheme is, by design, a training-based program. As such, it is fully funded through professional training resources, specifically via the branch's Professional Development Plan (Plan de Développement des Compétences - PDC). The fifteen-hour module, financed by the sector, is delivered to groups of six participants, including caregivers and at least one family employee. In addition, the implementation of the modules requires dedicated resources, such as trainers specifically trained to facilitate RAVIE sessions, as well as</p>

	<p>professionals invited to speak on targeted topics relevant to the participants' needs.</p>
<p><b>PARTICIPATION</b></p>	
<p><b>Stakeholders involved</b></p> <p>Organisations or entities actively contributing to the design, implementation, monitoring, or support of the good practice (e.g. labour inspectorates, social security institutions, trade unions, employers' associations, or other).</p>	<ul style="list-style-type: none"> <li>▶ The organizations and entities that actively contribute to the design, implementation, monitoring, and support of the RAVIE include regional and local authorities, training institutions, employment and social welfare bodies, and social partner organizations, all coordinated by IPERIA.</li> <li>▶ <b>Local Authorities (Departmental Councils)</b> act as the main entry point for implementing the RAVIE initiative within each territory.</li> <li>▶ Their responsibilities include:             <ul style="list-style-type: none"> <li>• Mobilising local referral network, such as community social services, local care coordination centres, disability and autonomy offices, employment services, and regional labour authorities to participate in the local steering committee.</li> <li>• Communication about the RAVIE initiative to potential beneficiaries.</li> </ul> </li> <li>▶ <b>Local referral organizations</b> help promote RAVIE by displaying information and distributing leaflets to caregivers.</li> <li>▶ <b>Training organizations</b> play a key operational role. They mobilise professional networks, schedule training sessions, and manage communications with experts involved.</li> <li>▶ <b>Social partners</b> have adapted their roles since 2018 to strengthen their involvement in RAVIE. The professional branch for private employers and domestic employment, through its National Joint Commission for Employment and Vocational Training (CPNEFP), oversees the RAVIE program, which is included in the Skills Development Plan and integrated into the priority training offering, allowing it to be covered by the branch.</li> </ul>

	<p>The CPNEFP also defines the terms and conditions of coverage.</p>
<p><b>Target groups</b></p> <p>Main groups or categories that the practice is directly aimed at, who should receive its services or who engage with it (e.g. employers, mobile or posted workers, labour inspectors and social security officers, or other).</p>	<ul style="list-style-type: none"> <li>▶ <b>Caregivers</b> who provide daily support to older people and individuals with loss of autonomy: Benefit from professional development and recognition as well as peer networks.</li> </ul>
<p><b>Final beneficiaries</b></p> <p>Individuals or groups that ultimately benefit from the outcomes of the practice, even if they are not the direct target or user (e.g. mobile or posted workers, vulnerable workers at risk of exploitation, employers benefiting from clearer rules or reduced admin burdens, or other).</p>	<ul style="list-style-type: none"> <li>▶ <b>Elderly and individuals experiencing loss of autonomy:</b> Receive higher-quality, more personalized, and safer support at home thanks to the skills and professionalism of care workers.</li> <li>▶ <b>Families and relatives:</b> Benefit from improved communication, as the care assistant may interact regularly with family members and close caregivers, helping them better understand the support provided.</li> </ul>
<p><b>GOOD PRACTICE CRITERIA</b></p>	
<p><b>Achievements and outcomes</b></p> <p>What specific results did the practice achieve? (e.g. How many workers or employers were reached, number of publications created? What processes became faster?)</p> <p>What kind of broader benefits did it bring? (e.g. Did it improve understanding of rights and obligations, enhance cooperation between authorities, or reduce legal uncertainty and inconsistent application of rules?)</p>	<p>Specific results:</p> <ul style="list-style-type: none"> <li>▶ At the end of 2024, the RAVIE initiative was established in <b>32 departments across France</b>. During 2024 and the first half of 2025, 18 accredited training organizations implemented at least one RAVIE session. Over the 2021–2024 period, a total of 447 RAVIE cycles were delivered nationwide. Within the same timeframe, <b>the number of training enrollments was 2,521</b>.</li> </ul> <p>Broader benefits:</p> <ul style="list-style-type: none"> <li>▶ <b>Strengthening workforce skills and commitment within the sector:</b> Through the professionalization of caregivers and support for skills development, RAVIE helped address the upcoming workforce shortage and retirement challenges in the home care sector, contributing to long-term stability.</li> <li>▶ <b>Enhanced professional identity and recognition:</b> The initiative fostered community among caregivers, reduced social and professional isolation, enhanced understanding of their rights and responsibilities, and</li> </ul>

	<p>encouraged continuous training and career progression. Through RAVIE, participants develop greater awareness of their professional role and the specific duties involved in their work.</p> <ul style="list-style-type: none"> <li>▶ <b>Fostered collaboration and networking:</b> By connecting training organizations, local stakeholders, and caregivers, RAVIE strengthened cooperation across the sector and created lasting professional networks.</li> <li>▶ <b>Adaptation to societal and technological changes:</b> Continuous training enabled workers to integrate new practices, such as digital tools and eco-friendly behaviors ensuring care practices evolve with societal needs.</li> </ul>
<p><b>Cost effectiveness</b></p> <p>How did you keep costs low while still achieving results? (e.g. Did you reuse existing tools, automate processes, or share resources across teams?)</p> <p>Can you show that the outcomes were worth the investment? (e.g. Did small changes lead to big improvements, or were expensive tools avoided?)</p>	<p>Limitation of costs:</p> <ul style="list-style-type: none"> <li>▶ <b>Standardization and reuse of existing tools and resources:</b> Training organizations and facilitators leveraged existing materials, such as training modules for templates and presentation resources, reducing the need to create content from scratch. The development of the RAVIE Communication Kit (logos, brochures, flyers, and digital materials) allowed partners and stakeholders to share resources rather than producing separate materials.</li> <li>▶ <b>Shared digital platforms:</b> The implementation of the RAVIE mobile application (Android and iOS) for caregivers reduced administrative overhead and minimized duplication of efforts.</li> <li>▶ <b>Pooling expertise and networks:</b> The initiative built on existing partnerships at IPERIA with stakeholders such as departmental councils and local associations, enabling resources to be shared between regions and local networks to be leveraged for recruitment, communication, and facilitation.</li> <li>▶ <b>Group-based training sessions:</b> By organizing RAVIE cycles in groups of six, multiple caregivers could</li> </ul>

	<p>participate in shared sessions, maximizing the impact of training while keeping costs per participant low.</p> <p>Further improvements:</p> <ul style="list-style-type: none"> <li>▶ <b>Revised implementation process:</b> In 2024, the RAVIE implementation process was redesigned in collaboration with stakeholders. This reorganization helped to increase participation and efficiency, thereby strengthening the overall impact of the RAVIE cycles and their deployment across the territory.</li> <li>▶ <b>Cost-effective approaches:</b> While the concept of physical resource centers (inspired by the “Relais Petite Enfance”) was tested for caregivers, it was deemed too expensive. Instead, digital tools, the training organization portal, and the mobile application were used to provide similar benefits, access to information, peer networking, and professional support at a lower cost.</li> </ul>
<p><b>Transferability</b></p> <p>What are the key features that make this practice work well? (e.g. a digital platform, clear guidelines, a joint inspection process, or strong coordination)</p> <p>What would another country or organisation need to make this work for them? (e.g. certain laws, IT systems, or staff training)</p>	<p>Key criteria for transferability:</p> <ul style="list-style-type: none"> <li>▶ <b>Strong local network and territorial anchoring:</b> RAVIE has a strong presence in each region, involving departmental councils, local authorities, associations, intermediary services, training organizations and other stakeholders involved in supporting older or dependent individuals. This network ensures broad outreach and helps reach isolated home caregivers.</li> <li>▶ <b>Active coordination and partnership management:</b> IPERIA’s promotion department, together with accredited training organizations, ensures that sessions run smoothly.</li> <li>▶ <b>Flexibility and responsiveness:</b> The program adapts to participants’ needs, including session dates, locations, and content. Themes for deeper learning are chosen collaboratively in the first session, ensuring relevance and accessibility even in established territories.</li> </ul>

- ▶ **Focus on long-term professional development:** RAVIE serves as an entry point to a lifelong professional development pathway. After each RAVIE cycle, training organizations present their training offerings to caregivers. Participants are guided toward complementary training courses. The program helps to create lasting professional networks and offers permanent access to useful resources such as the RAVIE app.
- ▶ **Community and peer support:** The initiative fosters exchange between peers, reduces professional isolation, promotes sharing of best practices, and strengthens a sense of professional identity and recognition among caregivers.
- ▶ **Sustainable economic model:** It is essential to develop a viable funding and resource allocation plan to support the program's long-term maintenance and scalability.

Advice for replication:

- Create strong local networks with authorities, associations, and training organizations to reach and support care workers.
- Train facilitators and staff to run sessions, coordinate experts, and guide participants toward professional development.
- Ensure program flexibility to adapt session times, locations, and content to participants' needs.
- Provide digital tools and resources for communication, monitoring, and ongoing engagement for both stakeholders and participants.
- Secure funding and financial support to cover training costs, logistics, and incentives for participation.

	<ul style="list-style-type: none"> <li>• Support long-term professional development through pathways for continued training and sustained professional networks.</li> </ul>
<p><b>Sustainability</b></p> <p>How is the practice sustainable from a social, financial or environmental perspective?</p> <p>What makes this practice able to continue over time? (e.g. It is now part of regular work or has been built into law or procedures?) and how are you making sure it lasts beyond the pilot or project phase?</p>	<ul style="list-style-type: none"> <li>▶ <b>Social sustainability:</b> RAVIE strengthens the professional identity of caregivers, reduces isolation, and fosters peer networks and local professional communities. This contributes to a more motivated, skilled, and committed workforce, which improves the quality of care for older adults and dependent individuals in their home over the long term.</li> <li>▶ <b>Financial sustainability:</b> The initiative is supported financially by the private employers and home care sector branch, demonstrating its commitment to professional development. Costs are further optimized by using existing resources, including accredited training organizations, established partner networks, and digital tools such as the CRM system and mobile application, which streamline administration and communication.</li> <li>▶ <b>Environmental sustainability:</b> RAVIE encourages environmentally conscious practices (eco-gestures) as part of professional development, promoting sustainable care practices in participants' daily work.</li> </ul> <p>In the long run:</p> <ul style="list-style-type: none"> <li>▶ <b>Integration into the sector's regular practices:</b> RAVIE is integrated into the training programs offered by private employers and home care branch. It is financially supported by the sector, coordinated by accredited training organizations, and reinforced by local partners, making it a regular and recognized part of workforce development rather than a temporary project. It is also recognized as useful by the Caisse Nationale de Solidarité pour l'Autonomie (National Solidarity Fund for Autonomy), a public institution created twenty years ago as the autonomy branch of the French social security system. Its mission is to secure funding for autonomy assistance and strengthen</li> </ul>

	<p>equitable access to autonomy assistance for the elderly and people with disabilities.</p> <ul style="list-style-type: none"> <li>▶ <b>Strong territorial anchoring and partnerships:</b> The initiative relies on a well-established network of stakeholders, including departmental councils, associations, intermediary services, local authorities and accredited training organizations. These partnerships ensure ongoing participant recruitment, provision of resources, and institutional support.</li> <li>▶ <b>Professionalization and career pathways:</b> RAVIE is designed as an entry point to continuous professional development. Participants are guided toward further training offered by the sector, certification programs, and professional networks, creating a sustainable progression that extends well beyond the initial sessions.</li> <li>▶ <b>Focus on long-term impact:</b> By promoting professional identity, peer networks, and continuous learning, RAVIE creates the conditions for the sustainable integration of employees into the sector, ensuring that the initiative continues to benefit caregivers and employer well beyond the pilot or initial phase of the project.</li> </ul>
<p><b>Innovativeness</b></p> <p>What makes this practice new or different in your field or country? (e.g. Is it the first of its kind, or does it combine actors who don't usually work together, or activities not performed before?)</p> <p>How does it improve older or less effective approaches? (e.g. By reaching more people, using data better, or simplifying complex procedures)</p>	<p>Innovativeness:</p> <ul style="list-style-type: none"> <li>▶ <b>First of its kind in the sector:</b> RAVIE is a unique program in France designed specifically for caregivers employed by care recipients, focusing on professionalization, peer exchange, and skills development in the home care sector.</li> <li>▶ <b>Flexible and participant-centered approach:</b> RAVIE adopts a flexible design that accommodates participants' needs in terms of session timing, content, and delivery methods, making the program accessible even to those in isolated or hard-to-reach settings. The objective is not to build a specific competency, but to foster a stronger sense of professional identity and recognition of the caregiving profession.</li> </ul>

	<ul style="list-style-type: none"> <li>▶ <b>Focus on long-term professionalisation:</b> RAVIE is designed not just as a single training cycle but as the start of a career-long pathway, linking participants to continuous and certified training, building professional identity, and creating lasting networks.</li> </ul> <p>Improving and enhancing existing methods:</p> <ul style="list-style-type: none"> <li>▶ <b>Broader reach:</b> The program aims to expand to cover all departments in France. Clear cooperation arrangements with local authorities, associations, and partner networks make this possible.</li> <li>▶ <b>Enhanced professional identity and quality of care:</b> RAVIE fosters recognition, peer support, and understanding of rights and responsibilities, which improves workforce motivation and care quality.</li> <li>▶ <b>Long-term career development:</b> Participants are guided toward continuous and certified training, creating sustainable skills and career pathways in the home care sector.</li> </ul>
<p><b>Digitalisation</b></p> <p>What kind of digital tools or platforms were used in this practice? (e.g. online portals, automated case tracking, data sharing, digital databases or other)</p> <p>How did these tools help in reaching your goals? (e.g. Did they save time, facilitate access to data in real time, reduce errors, help detect fraud, or improve coordination between authorities?)</p>	<p>Digital tools used for this practice:</p> <ul style="list-style-type: none"> <li>▶ <b>CRM system:</b> Used by IPERIA to track RAVIE indicators (number of RAVIE cycles, number of people trained, and satisfaction rate) and manage partner relations.</li> <li>▶ <b>Mobile application (Android and iOS):</b> Provides caregivers access to educational resources, peer networking opportunities, and support for replacements during leave or illness.</li> <li>▶ <b>Digital communication resources:</b> Includes the RAVIE Communication Kit (logos, brochures, flyers, digital templates) shared across partners and stakeholders.</li> <li>▶ <b>Training organization resource space:</b> A dedicated digital space for accredited training organizations to access RAVIE materials.</li> </ul> <p>Main benefits of digital tools:</p>

- ▶ **Improved coordination:** The CRM system allows us to coordinate efficiently and track the partnerships.
- ▶ **Enhanced communication:** The mobile application allows caregivers to stay informed about their rights, caregiver profession, home care sector and professional news, improving engagement and reducing isolation.
- ▶ **Centralized access to information:** The training organization portal provides training organizations with all the resources they need to run a RAVIE.