



## Case Study

### Early Access Pilot Program

**42 Days (6 weeks) of Measurable Pronunciation, Confidence & Communication Gains**

#### Overview

A provider partnered with Vocare to pilot Australia's first AI-powered pronunciation refinement platform designed specifically for frontline care workers from culturally and linguistically diverse (CALD) backgrounds.

Over 42 days, the pilot measured engagement, skill progression, pronunciation clarity gains, and qualitative workplace impact.

The results demonstrate measurable improvement in spoken clarity, strong voluntary adoption, and clear links to workforce safety and communication confidence.

## The Challenge

The provider operates within a multilingual, multicultural workforce environment representing languages including:

- Punjabi
- Hindi
- Shona
- Ndebele
- Spanish
- Tagalog
- Farsi

Countries represented included India, Zimbabwe, Argentina, Philippines, and Iran

## Pilot Debrief (1)

.Workshop insights revealed:

- Confidence was a core barrier to communication
- Some staff felt judged by peers when speaking
- Misunderstandings occurred in:
  - Medication instructions
  - Manual handling directions
  - Resident conversations
  - Documentation language
  - Peer handovers

The provider sought a measurable, scalable way to strengthen spoken clarity without removing staff from the floor for extended training.

## The Solution

Vocare delivered:

- AI-guided pronunciation practice platform
- Baseline assessments
- Structured skill progression
- Audio audit trail for compliance
- Interactive communication workshop

The platform focused on high-impact pronunciation patterns including:

- Short vs long vowels
- TH vs T
- Final consonants
- R vs L
- F vs P

## Engagement & Adoption Results

The pilot demonstrated strong voluntary engagement:

- 18 enrolled
- 14 logged in
- 13 completed baseline assessment
- 13 passed at least one level
- 9 reached Level 4 (highest level)
- 3 achieved full mastery

Additional engagement data:

- 300 total sessions completed

- 1,062 audio recordings collected for audit
- 77.8% voluntary logins
- Engagement increased 5.7x from Week 1 to Week 6

Median user engagement was 25 sessions, with some users completing up to 66 sessions, and peak users reaching 300 sessions

**This demonstrates not only participation, but behavioural change and intrinsic motivation.**

## Measurable Skill Gains

The pilot produced documented pronunciation improvement across participants.

Example Outcomes:

Staff Member (names changed)	Start	Final	Gain
Alice	33.8%	72.2%	+38.4%
Tom	56.9%	88.1%	+31.2%
Shelly	61.8%	90.1%	+28.4%

One participant repeated a single exercise 72 times before achieving breakthrough - moving from 33.8% to 72.2% mastery

This demonstrates:

- Self-driven practice
- Measurable phonetic refinement
- Real-time feedback adoption
- Confidence growth alongside skill growth

## Value Delivered

During the 42-day pilot, the provider received:

- 25 hours of guided pronunciation practice
- Equivalent market value: \$2,000-\$7,500
- 1,062 audio recordings for compliance documentation
- Median user: 83 minutes of guided practice
- Real insights into workforce communication competency

## Why This Matters for Care Providers

Pronunciation clarity directly impacts:

- Medication safety
- Manual handling instructions
- Resident rapport
- Workplace confidence
- Peer communication

***Every percentage point improvement in speech clarity represents a reduction in communication risk.***

In aged care and disability environments, communication is not just a soft skill - it is a safety variable.

## Qualitative Outcomes

Post-pilot survey feedback showed:

- Improved confidence
- Appreciation for self-paced learning
- Willingness to continue using the platform

Workshop discussions highlighted:

- Smoother handovers
- Reduced repeated instructions
- Increased peer confidence
- Greater self-awareness in communication styles

## Strategic Workforce Impact

The pilot aligns with the provider's broader workforce strategy goals:

- Compliance and audit readiness
- Employer of choice positioning
- Workforce diversity inclusion
- Engagement signals
- Sustainable communication clarity
- Quality resident care

Vocare enabled the provider to measure something that is typically invisible: **spoken clarity risk**.

## Conclusion

In just 42 days, the pilot demonstrated:

- Strong voluntary adoption
- Measurable pronunciation improvement (up to +38.4%)
- 5.7x engagement growth
- 1,062 auditable practice recordings
- Clear links between speech clarity and safety outcomes

Vocare transformed communication from an abstract challenge into measurable workforce intelligence.