



Innovation at Uniting AgeWell



Innovation at Uniting AgeWell

Uniting AgeWell is an innovative leader that strives to provide care and support based on the best available evidence.

We define innovation as the process of bringing together research, collective intelligence and experience to co-design and deliver high quality and accessible services for people across their ageing journey.





Innovation Framework 2022 – 2026

Uniting AgeWell's Innovation Framework is the strategic structure we have designed to give us the ability to leverage research, tap into customer and staff ideas, and generate valuable opportunities for our organisation and customers.

Four principles help us arrange our projects, priorities and work towards our vision.



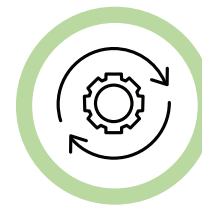
Research & Partnerships

We will partner with leading experts



Innovative People

Our customers and staff will lead change



Service Design

We will develop new ways to deliver aged care



Digital & Technology

We will enable staff and customers through technology



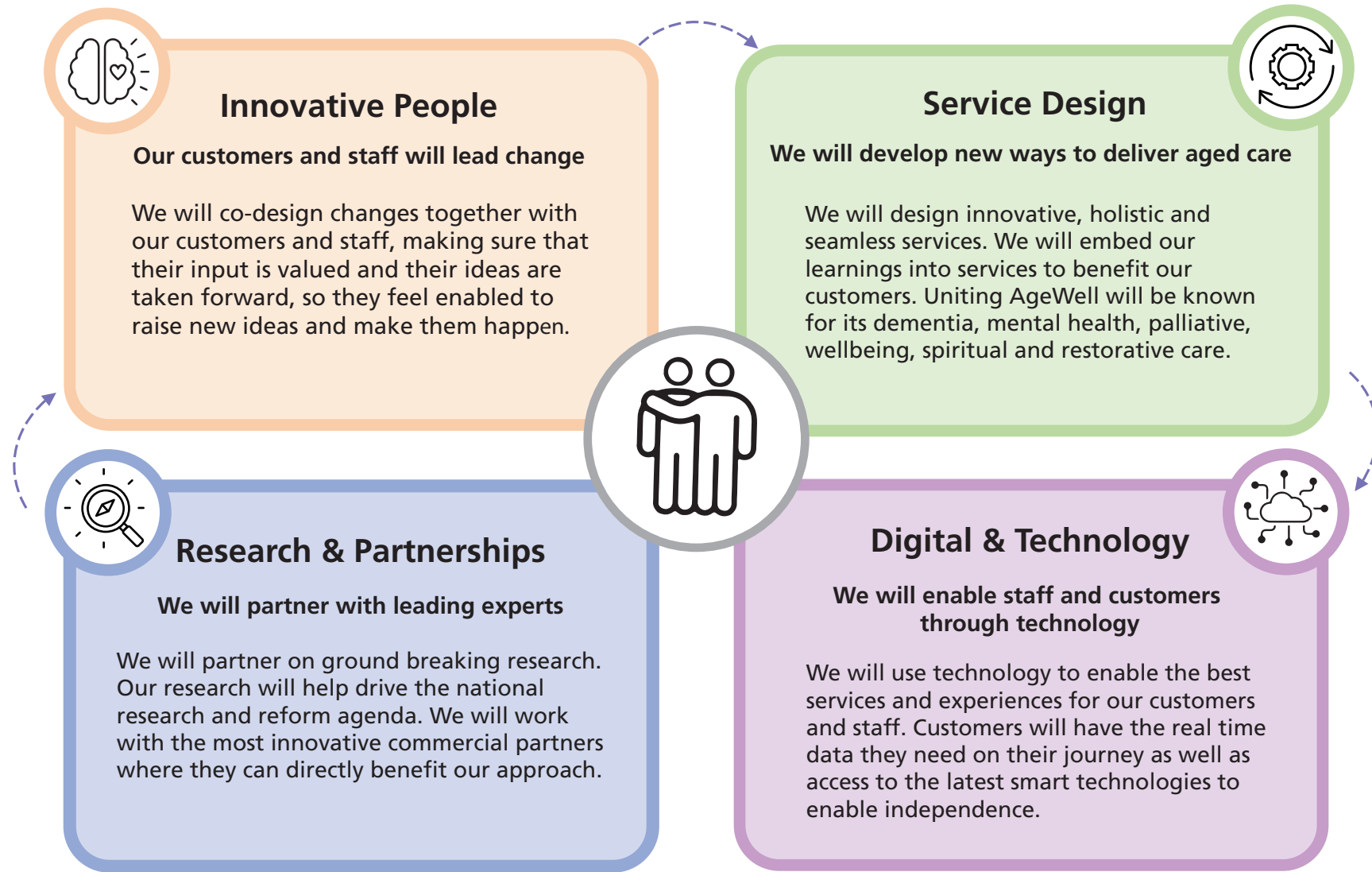
Our Vision

Uniting AgeWell – A national leader creating thriving and inclusive communities where innovative and high quality agedcare services are delivered with respect and kindness.



Innovation Framework 2022 – 2026

Four principles will help us arrange our projects, priorities and work towards our vision.





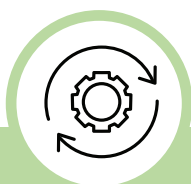
Success Measures

Success measures help us track our progress and iterate as we need.



Research & Partnerships

- Research & innovation projects demonstrate quality of life benefits to customers
- Successful findings are implemented into service provision
- Research & innovation partnerships grow in impact and profile



Service Design

- Mapping of current services leads to quick improvements which are implemented
- Target Uniting AgeWell service vision reflects finding from Strategic Service Plan and other key reports
- An achievable transition roadmap is developed



Digital & Technology

- Development of lead capture function allows Uniting AgeWell to track and improve customer access to services
- Digital care planning enhances customer services and supports
- Customer portal function provides customers with greater control



Innovative People

- Project management office established that supports implementation of staff ideas
- Staff innovation activities support Uniting AgeWell's position as an employer of choice
- Annual improvement on staff innovation survey

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 **unitingagewell.org**

Uniting AgeWell is an organisation of the Uniting Church in Australia

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