

Innovation at Uniting AgeWell

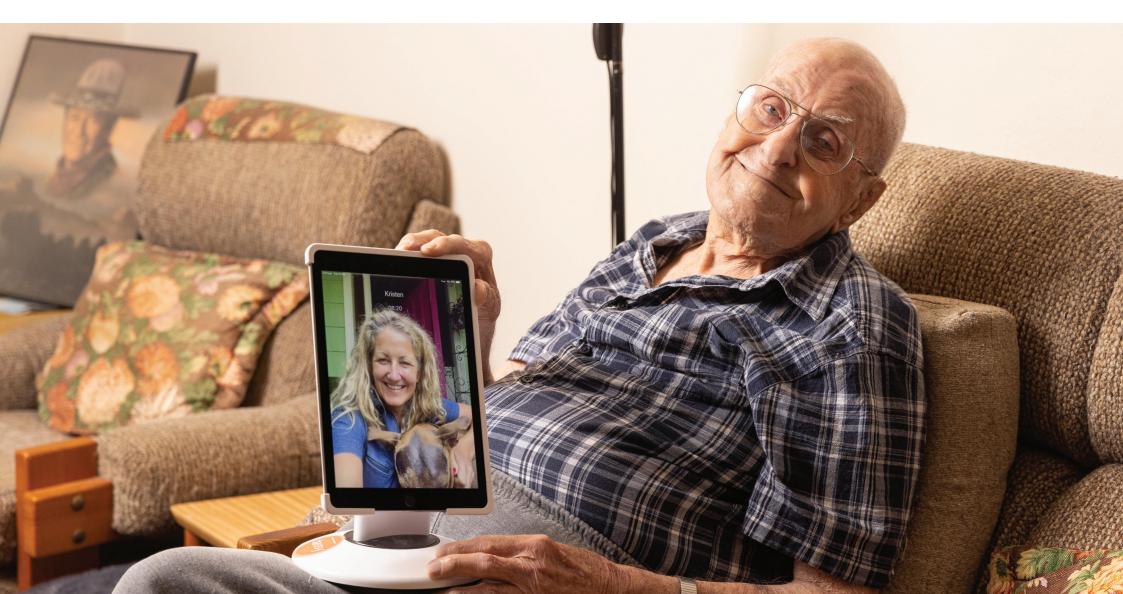




## Innovation at Uniting AgeWell

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 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.



#### **Innovative People**

Our customers and staff will lead change

We will co-design changes together with our customers and staff, making sure that their input is valued and their ideas are taken forward, so they feel enabled to raise new ideas and make them happen.



We will develop new ways to deliver aged care

We will design innovative, holistic and seamless services. We will embed our learnings into services to benefit our customers. Uniting AgeWell will be known for its dementia, mental health, palliative, wellbeing, spiritual and restorative care.



### **Digital & Technology**

We will enable staff and customers through technology

We will use technology to enable the best services and experiences for our customers and staff. Customers will have the real time data they need on their journey as well as access to the latest smart technologies to enable independence.





We will partner with leading experts

We will partner on ground breaking research. Our research will help drive the national research and reform agenda. We will work with the most innovative commercial partners where they can directly benefit our approach.





### **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



#### **Uniting AgeWell Limited**

Level 6, 130 Lonsdale Street Melbourne Victoria 3000 ABN: 19 628 178 816



1300 783 435



unitingagewell.org

Uniting AgeWell is an organisation of the Uniting Church in Australia

