



# 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.



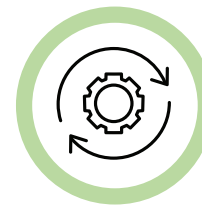
## Research & Partnerships

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



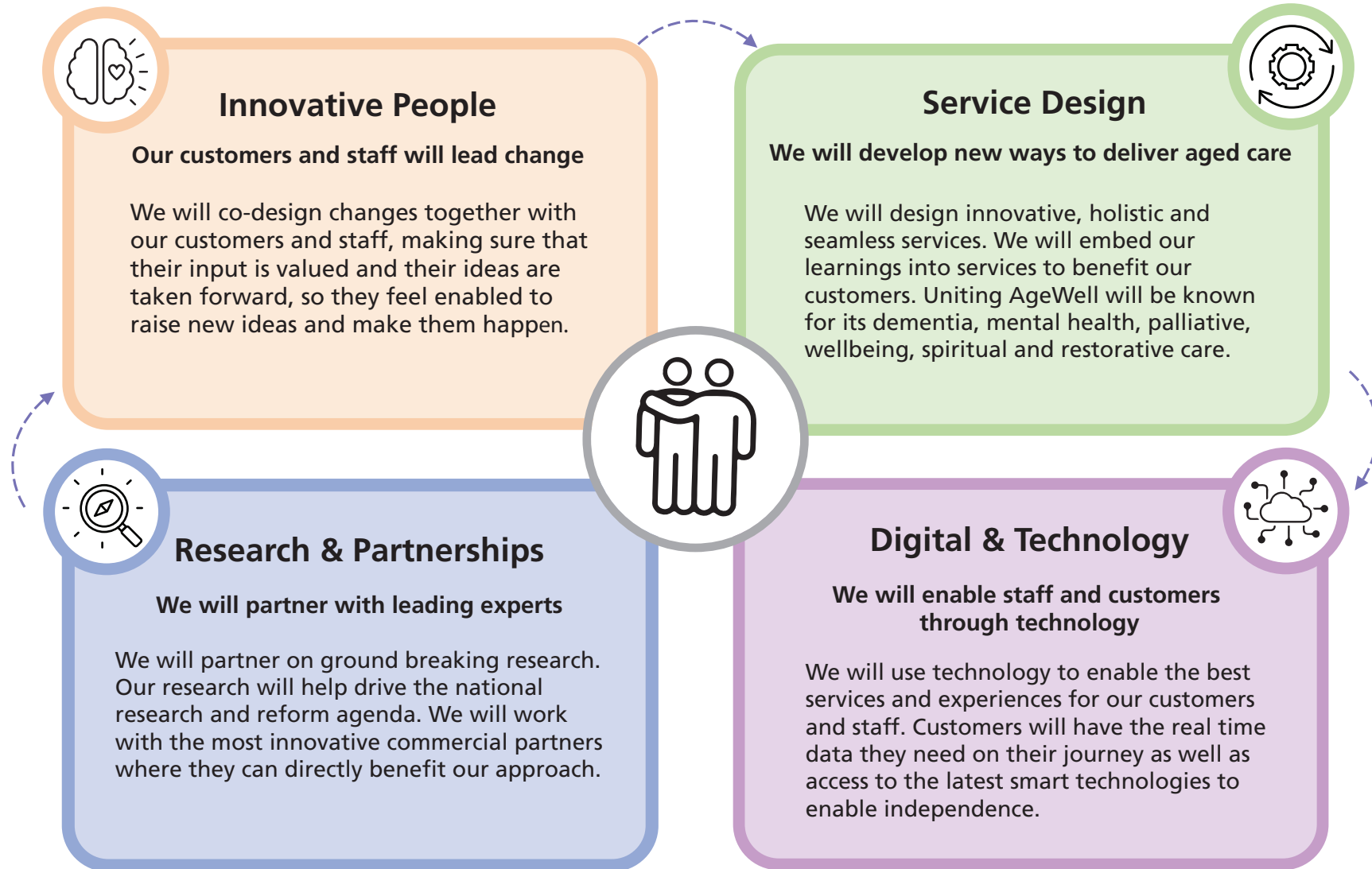
## Our Vision

*Uniting AgeWell – A national leader creating thriving and inclusive communities where innovative and high quality aged care 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.





# Roadmap

A high level roadmap helps stage and order key initiatives across the organisation.

	2022-23	2023-24			2024-25		2025-26	
Research & Partnerships	Quality of Life Research partnership to develop & implement Quality of Life Tool	Develop customer needs algorithm using artificial intelligence	Pilot customer video calling & Telehealth interventions	Research to develop mental health protocols & interventions	Research partnerships to pilot new dementia services	Partnerships to expand and improve home-based palliate care services	Research to trial, evaluate and expand respite services	Continued investment in research & innovation priority areas
Service Design	Map current services for immediate improvement areas	Annual sector review of service innovations	Create a target service vision, including the Strategic Service Plan, AgeWell Neighborhood work done to date		A road map to achieve the end state UA service vision		Establish and launch pilot sites to test and iterate service visions and delivery mechanisms	
Digital & Technology	Create a Future State Vision for Digitally Connected Service	Develop a Customer Relationship Management (CRM) business case	CRM to manage new customer leads, marketing functionality & central contact centre		Develop a digital care planning tool	Develop a strategy to provide customers with technology service options	Develop the first iteration of an online customer UA portal	Refine and expand the customer portal, enhance integration with business functions, telehealth services & the digital care planner
Innovative People	Use co-design methodology to design and deliver all other initiatives	Launch the first annual staff innovation survey	Develop a staff ideas & innovation scheme business case	Fund and deliver a Project Management Office (PMO) function to support staff to make their ideas into tangible projects and to implement them		Create a pathway for staff to enter their ideas to become projects and run regular staff training for more "Innovation Champions"		Extend ideas pathway to customers for their feedback and engagement



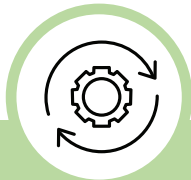
# Success Measures

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



# Delivery Context

Innovation initiatives will interface with other key strategies and frameworks across Uniting AgeWell.

**Uniting AgeWell Strategic Plan 2022 – 2026**

**Digital Transformation Strategy**

**Dementia Framework & Action Plan**

**Mental Health & Wellbeing Framework & Action Plan**

**Workforce Strategy**

**Education Strategy**

**Diversity Framework**

**Spirituality Framework**

**Quality & Operational Improvement Plans**

**Marketing & Communications Strategy**

## **Uniting AgeWell Limited**

Level 6, 130 Lonsdale Street

Melbourne Victoria 3000

ABN: 19 628 178 816

 **1300 783 435**

 **[unitingagewell.org](https://unitingagewell.org)**

Uniting AgeWell is an organisation of the Uniting Church in Australia

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