Innovation Sandpit

In October 2016, Illawarra Forum, as a member of IWAG (Illawarra Workforce Action Group), hosted an event that showcased the best of current and future **innovations** within the community services industry in our region. The event recorded some of the great initiatives that organisations are doing in partnership with other businesses and explored new **opportunities** that could lead to new innovations.

STOP PRESS

Since the sandpit...

CriticalArc have been going from strength to strength since the Sandpit. Their partnership with RAA group already provides lone worker backup to all auto-roadside workers in Australia, and they expect to extend this service to RAA customers in June.

In healthcare overseas, CriticalArc recently launched SafeZone at the University of Colorado Anschutz Medical Campus in Denver, and we have interest from several NHS Foundation Trusts in the UK.

In Australia they are exploring ways that SafeZone can support NDIS participants, their families and carers, and NDIS service providers. This includes the release of new functions including a timed Check-In feature which will automatically raise an alert if the timer expires.

"We are expecting SafeZone to be listed soon in the Digital Transformation Agency's Digital Marketplace, which will make it easier for many local, state and federal departments and agencies to acquire SafeZone."

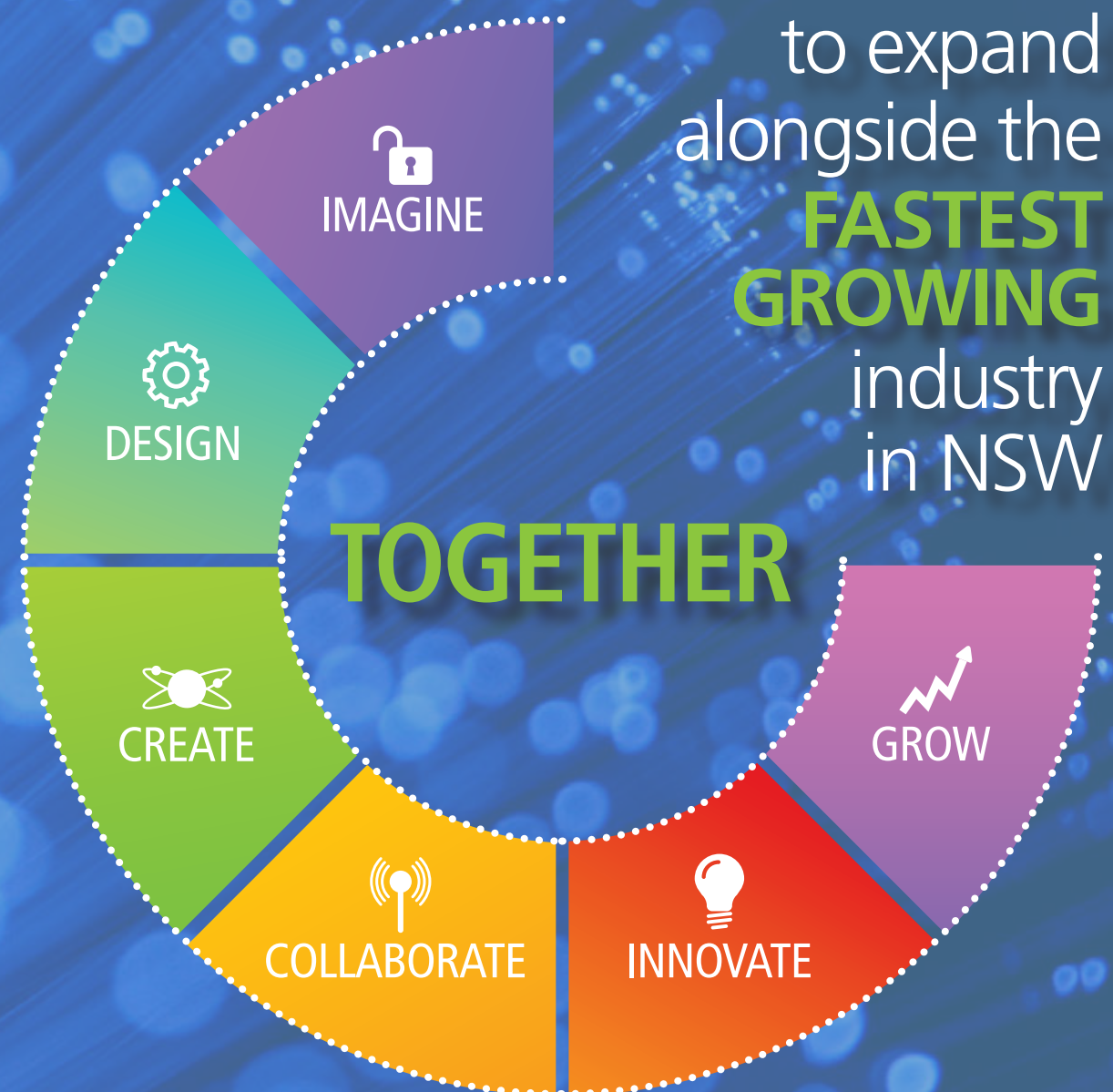**Warrigal** residents and customers have been enjoying virtual reality for the past few months through the lifestyle team. Physiotherapists have had success is using the virtual reality device as a distraction tool or as a reward, and this has helped to provide better outcomes for residents.

Now, a more formal assessment of the benefits is being conducted through the physiotherapy team at Warrigal Albion Park Rail. What we are looking at is to see whether there is a link between the use of virtual reality and reducing pain in older people. The trial will begin in 2 weeks' time and last for a duration of 3 months.

"The virtual reality provides an escape from reality and a talking point."

DISCOVER UNTAPPED OPPORTUNITIES

to expand alongside the **FASTEST GROWING** industry in NSW

IMAGINE

DESIGN

CREATE

TOGETHER

GROW

COLLABORATE

INNOVATE

Why do we need to innovate?

ABS data indicates the Illawarra region
(encompassing Wollongong, Shellharbour, Kiama and Shoalhaven) has a higher than average population of people over 65 years of age, particularly in Kiama 18.8% and Shoalhaven 21.2% (NSW 13.8%). By 2031, the population of the region is expected to increase by 65,000, one in four of whom will be aged over 65.

By 2021 there will be a 32% increase in the
population 65+ and a 52% increase in the population 85+ (which is higher than the State and Australian averages).

The Community Services Industry is
part of the largest employment sector in the Illawarra, and 35% growth is projected over the next ten years.

The projected growth of our sector is 2,418,000 sector workers
across Australia in the next five years, and if these projections are correct....
we will need 7,254,000 new workers
to sustain our health and community services between now and 2036.

Me3D - bringing 3D printing technology into schools with a social procurement approach.

Me3d co-design and manufacture affordable 3D printing equipment Australian schools. Me3d have strong community commitments and support local disability services. The creation of Seed3D.org and a unique funding model provides education and 3D printers for free to local children in disadvantaged schools across the region. In addition to giving free technology to kids, these programs build a local community hub of expert users able to assist with this technology, benefiting the community as a whole.

'Something that came from nothing'

CriticalArc - A leading technology innovator, designing and developing the distributed command and control solution, SafeZone
CriticalArc are local entrepreneurs which have developed SafeZone-a high-performance cloud service that delivers and streamlines day-to-day safety and security operations and supports the best incident outcomes via a free downloadable phone app. Critical Arc have collaborated with local aged care and disability organisations, the University of Wollongong and businesses world-wide to pilot and enhance a range of applications. Critical Arc contributes to better solutions for duty of care of lone workers, customers and employers.

See. Decide. Act. Do the impossible!

Warrigal - using Virtual Reality to improve the life of older people

Warrigal a local aged care provider who are bringing virtual reality experiences to aged care residents, including people living with dementia, triggering memories, positive emotions and enhancing well-being.

Fibre Optics Design & Construct - bringing non-invasive fibre optic technology into the homes of older people to improve safety.

Fibre Optics Design and Construct use fibre optics to problem solve in innovative ways. Small, non-invasive sensors can be installed in homes to assist people to live safely and independently. These sensors monitor movement, temperature, humidity and light so that one can be alerted to any variation in normal behaviour or conditions.

'The sensor connects to something as simple as an iPad'

Doing things differently

- Community services want to work with technology start-ups, in the pursuit of creative solutions.
- Collaborative initiatives are driving the application of innovation to human services problems.
- The projected growth of the community service industry provides a sound investment climate.
- The Innovation Sandpit demonstrated the capacity to further develop relationships with emerging industries.
- Conduct of the Sandpit has enabled connections to be made to explore new opportunities for innovation.

Wicked Problems:

- Affordable housing
- Service delivery in Regional & rural areas
- Need for innovative service & communication methods
- Health & chronic disease management
- Affordable & accessible transport solutions
- Increased consumer expectations of choice and control
- Better Lives for people living with dementia
- Social disconnection & isolation.