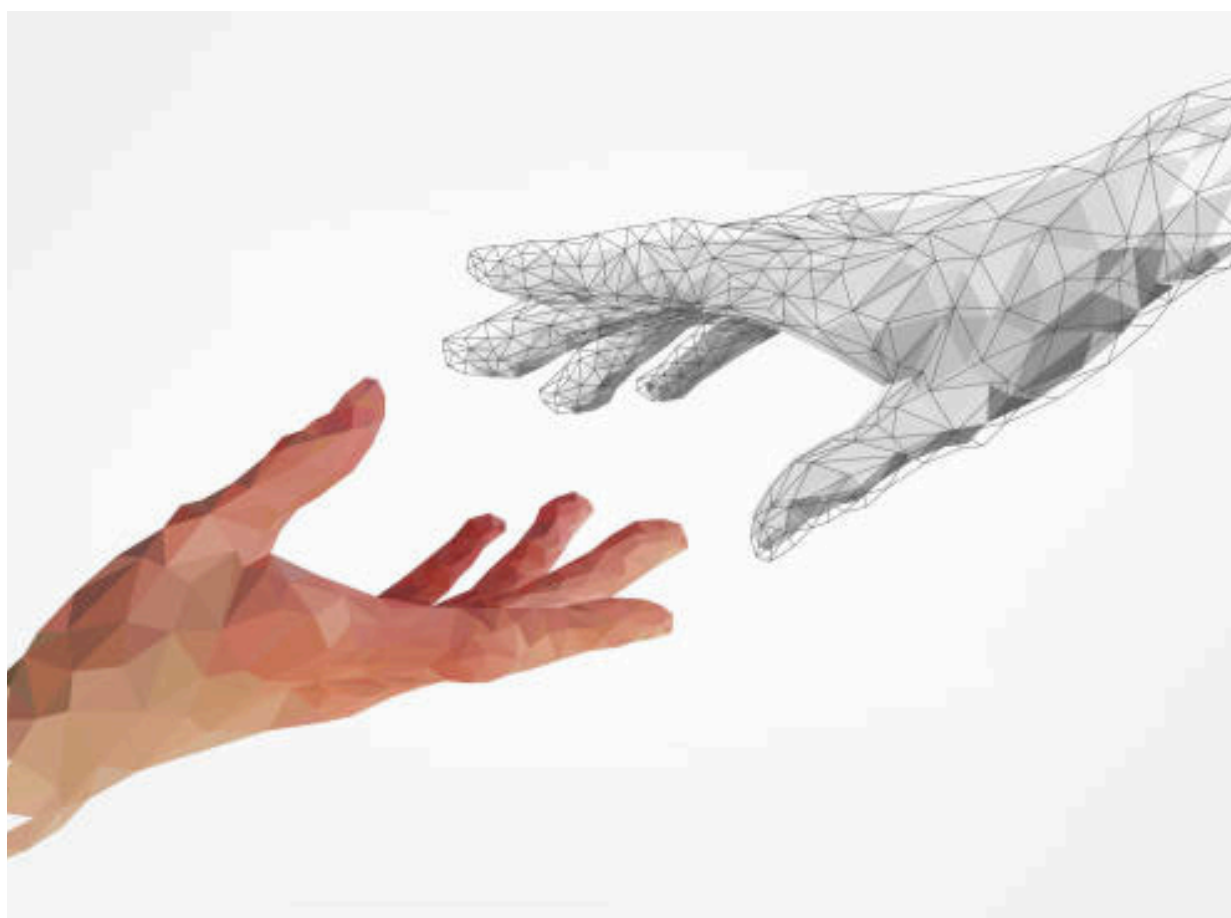# The 2nd National AI in Community Care Event:
Forum & Workshop

THURSDAY 27 FEBURARY 2025
HAWTHORN ARTS CENTRE
HAWTHORN, MELBOURNE, VIC

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Introduction

The Second National AI In Community Care Event: Forum & Workshop is both timely and necessary due to the rapid advancements in artificial intelligence (AI) and its potential to address pressing challenges in community care. As the global population ages and the demand for personalised, efficient, and effective care increases, integrating AI into community care systems can significantly enhance service delivery and outcomes.

AI technologies offer innovative solutions for managing chronic diseases, improving mental health support, and providing personalised care plans, just to name a few applications. These advancements can help alleviate the burden on community care professionals by automating routine tasks, enabling more time for person-centred care. Additionally, AI-driven data analytics can provide valuable insights into individual needs and care trends, facilitating proactive and preventive care approaches.

This Forum & Workshop comes at a crucial time when the community care sector is grappling with workforce shortages and increasing costs, along with decreasing income streams. By showcasing successful AI implementations and fostering discussions on ethical and practical considerations, this event equips stakeholders with the knowledge and tools needed to harness AI's potential responsibly.

The Forum & Workshop provides a platform for collaboration and knowledge sharing amongst industry leaders, researchers, practitioners, and individuals who utilise services. This collective effort is essential for driving innovation and ensuring that AI technologies are developed and deployed in ways that truly benefit communities.

Meet The Organisers

This second National Forum & Workshop will build on our landmark event held in November 2024 and is targeted at leading community based care and the transformational potential of AI. It is aimed at showcasing accessibility to community-based health, support, services, and care, specifically in the health, disability, palliative, mental health, aged, and community care sectors. The second AI: Revolutionising and Transforming Community Care Forum & Workshop is being hosted by Global Community Resourcing (GCR), the Community Care Smart Assistive Technology Collaborative (CCSATC), and Swinburne University Future Self Living Lab.

Global Community Resourcing

Global Community Resourcing, or GCR, is a multi-award-winning Australian organisation with extensive networks nationally and internationally, focusing on primary health services that are innovative and customer-focused. For over a decade, GCR has demonstrated expertise across various community care settings, including the primary health care, disability and aged care sectors, emphasising business transformation and the integration of cutting-edge technologies.

CCSATC

The Community Care Smart Assistive Technology Collaborative (CCSATC) is an online community of practice with over 2,000 members, including community care providers who share practices and experiences in using Smart Assistive Technology. Through resources, videos, live webinars, polls, blogs, forums, useful links, tips, news, and opportunities to connect with local and international experts, service providers, carers, and like-minded individuals, this platform enables collaboration at local, state, national, and international levels.

The Swinburne Future Self Living Lab

The Swinburne Future Self Living Lab is a European Network (ENoLL) accredited living lab and a founding member of the Australian Living Lab Innovation Network (ALLiN). It develops solutions to increase health and wellbeing across the life span and ageing populations. The Swinburne Living Lab strongly emphasises co-creation, real-life settings, human-centred and emotion-led design to give users a strong voice in the process. Its work enhances the quality of life and independence for older adults, people living with dementia, and those with disabilities. The Swinburne Living Lab partners with healthcare providers, community organisations, and end users to develop practical and effective solutions, and is currently exploring the applications of Generative AI in health, aged, and community care settings.

MC & Co-Host
Anne Livingstone

Co-Host & Facilitator
Sonja Pedell

Anne Livingstone is the Executive Director of Global Community Resourcing and National Chair of the National Aged and Community Care Roundtable for Forgotten Australians. Anne has over 35 years' experience in the primary health care and community service sectors, particularly focused in community-based care, service management, service development, policy reform and research. She has held several national and international industry representation roles within a state peak industry and served for over eight years as the Executive and Project Lead for the Australian Aged Care Industry Technology Council and was Company Secretary until July 2024. Anne is currently involved in a number of activities focused on the promotion of innovation and new emerging technologies in community care, some including being International Convenor of the International Standards Organization (ISO) and International Electrotechnology Commission (IEC) Joint Working Group on Inclusive Living in Smart Homes, International Convenor of ISO Technical Committee 314 Ageing Societies Communications Group, Chair of the Community Care Smart Assistive Technologies Collaborative; and Chair of the Australian National Roundtable on Aged and Community Care for Forgotten Australians. She was recognised for her contributions to the improvements in Innovation and Technology in the community and aged care sector being inducted into the National Hall of Fame in 2018. Anne is published widely in journal articles on innovation in aged care, has contributed to a book chapter on the role standardisation will play in Ageing Societies, and is currently leading developments of two international texts on the impact of Standardisation on ageing societies, and the incorporation of emerging technologies in care.

Professor Sonja Pedell currently leads the Swinburne Living Lab, the oldest accredited active Australian member in the European Network of Living Labs (EnoLL) at Swinburne University of Technology. The Living Lab aims to co-design innovative socio-technical systems and design solutions through the development of products, services, and experiences to enrich the everyday living of marginalised groups. Professor Pedell's work with the Swinburne Living Lab allows her to conduct evidence-based research and evaluate the effectiveness of these products, services and experiences which enhance wellbeing. Professor Pedell conducts research with several user groups, such as older adults, culturally diverse groups, homeless people, people with low income, and people living with chronic illness or dementia, where she employs human-centred design methods, co-design, and scenario-based design, the design of engaging technology, robotics, and the theoretical modelling of motivational goals for design development. Through her work, Professor Pedell collaborates closely with local industry and non-for-profit organisations such as the Boroondara Council, City of Casey, Dementia Australia, Access, Health and Community, Uniting Age Well, and healthAbility, in addition to collaborating with 8 other international and domestic living labs.

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Presentations & Speakers

Opening Address

Professor Simone Taffe

Associate Dean of Research, School of Design and Architecture, Swinburne University of Technology

Simone Taffe is a Professor in communication design and currently serves as the Associate Dean of research of the School of Design and Architecture at Swinburne University of Technology. Simone's industry experience includes 15 years as a graphic designer with the City of Melbourne and leading branding agencies. Simone teaches in the area of branding and participatory design, where her experience in studio real-world learning for design students has led to university wide outstanding teacher recognition and an Australia wide award for teaching excellence. Simone's research investigates how communication design contributes to participatory design, where she works with a wide range of government and community partners, which are widely recognised through awards grants and publications. Simone's coauthored Book 'CoDesign: People Participation and Practice' is currently in press.

The Importance of Standardisation of AI in Home Care Current Landscape

Mr Ben Russell

Engagement Manager, Standards Australia

Ben's role is to manage and encourage engagement between consumers, government, industry and the standards development process, nationally and internationally. This includes assisting in the process of creating proposals for new standards and changes to existing ones, as well as continuously work with the community to help get the right stakeholders onto technical committees.

Re-Engineering Work: A Blueprint For The Community Care Sector

Ms Jacinta Newman

Head of Workforce Strategy for Asia-Pacific, Reejig

As the Head of Workforce Strategy for Asia Pacific at Reejig, Jacinta brings deep expertise in work intelligence, talent mobility, and AI-driven transformation. Through Reejig's AI-powered workforce intelligence platform, she guides organisations in optimising talent, driving efficiency, and creating meaningful career pathways. Her distinctive background in community care informs her approach to critical workforce challenges, from talent shortages to skills mobility. Jacinta champions sustainable, skills-based workforce strategies that enhance frontline worker capabilities and elevate service delivery, all powered by ethical, explainable AI.

Presentations & Speakers

Revolutionising Mental Health: Acoustic Wave Diagnosis

Dr Ravi Iyer

Senior Research Fellow, Centre for Mental Health and Bran Sciences, Swinburne University of Technology

Dr Ravi Iyer is a senior research fellow within the Centre for Mental Health and Brain Sciences at Swinburne University of Technology. Dr Iyer has a particular passion for understanding how acoustic information, namely the information contained within speech soundwaves, can be used to illuminate a range of mental health conditions. Dr Iyer has pioneered research using speech soundwaves to detect suicide risk in helpline callers, and is using his technology to detect a range of other mental health conditions including schizophrenia and eating disordered behaviours.

Artificial Intelligence in Nursing: Perspectives of Nurses on the Integration of AI into Nursing Practice

Dr Julian Oldmeadow

Senior Lecturer, School of Health Sciences, Swinburne University of Technology

Dr Julian Oldmeadow is a social psychologist with over twenty years' experience conducting research using survey and experimental methods. Dr Oldmeadow has been employed at Swinburne University of Technology since 2013 and previously worked at a number of universities in the UK including the University of Exeter, Cambridge University, and the University of York. Dr Oldmeadow has researched and published widely on a range of topics including public trust in technology, stereotypes, intergroup-relations, face perception and person perception. He is a founding member of the Social Psychology of Innovation (SPI) research group at Swinburne University of Technology and has worked with the group to develop a number of research partnerships in the area of public understanding of and trust in technology.

Interactive Workshops: Future Landscape Exploration & Strategic Industry Needs – Road Map Building

Mr Gareth Priday

Practitioner at the Swinburne Living Lab, Swinburne University of Technology

Gareth is currently a practitioner and researcher at the Swinburne Living Lab. In conjunction, Gareth is a director of the Australian Living Labs Innovation Network (ALLIN) where he supports the development of Living Labs in Australia and overseas, and is a Foresight practitioner with Action Foresight. Throughout his work, Gareth has gained over a decade of experience in developing actionable foresight insights for governments, regional bodies, businesses and international peak bodies.

Agenda

Time	Session	Speaker
9:00am AEDT	**Registration**	
9:30am AEDT	**Forum Opening**	**Ms Anne Livingstone** Executive Director, Global Community Resourcing, & Chair, Community Care Smart Assistive Technology Collaborative
9:50am AEDT	**Opening Address**	**Professor Simone Taffe** School of Design and Architecture, Swinburne University

Session 1: Forum
Facilitator: Ms Anne Livingstone, Executive Director, Global Community Resourcing; Chair, Community Care Smart Assistive Technology Collaborative

Time	Session	Speaker
10:00am AEDT	**The Importance of Standardisation of AI in Home Care Current Landscape**	**Mr Ben Russell** Engagement Manager, Standards Australia
10:25am AEDT	**Re-Engineering Work: A Blueprint for the Community Care Sector**	**Jacinta Newman** Head of Workforce Strategy for Asia-Pacific, Reejig
10:50am AEDT	Morning Tea	

Agenda

Session 2: Forum
Facilitator: Ms Anne Livingstone, Executive Director, Global Community Resourcing; Chair, Community Care Smart Assistive Technology Collaborative

Time	Session	Speaker
11:15am AEDT	**Revolutionising Mental Health: Acoustic Wave Diagnosis**	**Dr Ravi Iyer** Senior Research Fellow, Centre for Mental Health and Brain Sciences, Swinburne University
11:40am AEDT	**Artificial Intelligence in Nursing: Perspectives of Nurses on the Integration of AI into Nursing Practice**	**Dr Julian Oldmeadow** Social Innovation Research Institute, Swinburne University
12:00pm AEDT	**Forum Q&A** **Facilitator:** **Mr Gavin Tomlins,** Diversity Arrays Technology	**Mr Ben Russell** Engagement Manager, Standards Australia **Ms Jacinta Newman** Head of Workforce Strategy for Asia-Pacific, Reejig **Dr Ravi Iyer** Senior Research Fellow, Centre for Mental Health and Brain Sciences, Swinburne University **Dr Julian Oldmeadow** Social Innovation Research Institute, Swinburne University
12:30pm AEDT	**Lunch**	

Agenda

Session 3: Workshop
Facilitator: Professor Sonja Pedell, Director of Swinburne Living Lab and Program Leader in the Centre for Design Innovation, School of Design and Architecture, Swinburne University

1:10pm AEDT	**Interactive Workshop: Future Landscape Exploration**	**Professor Sonja Pedell** Director of Swinburne Living Lab and Program Leader in the Centre for Design Innovation, Swinburne University **Mr Gareth Priday** Practitioner, Swinburne Living Lab, Swinburne University
2:45pm AEDT	**Afternoon Tea**	

Session 4: Workshop
Facilitator: Professor Sonja Pedell, Director of Swinburne Living Lab and Program Leader in the Centre for Design Innovation, School of Design and Architecture, Swinburne University

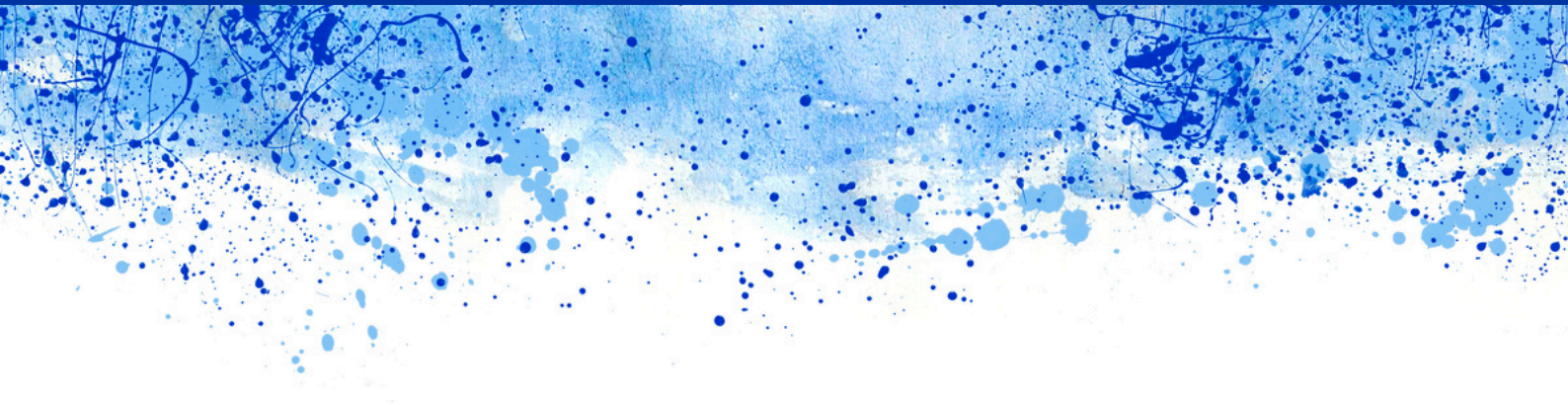|		
3:00pm AEDT	**Interactive Workshop: Strategic Industry Needs - Road Map Building**	**Professor Sonja Pedell** Director of Swinburne Living Lab and Program Leader in the Centre for Design Innovation, Swinburne University **Mr Gareth Priday** Practitioner, Swinburne Living Lab, Swinburne University
4:35pm AEDT	**Wrap Up & Next Steps**	**Ms Anne Livingstone** Executive Director, Global Community Resourcing, Chair, Community Care Smart Assistive Technology Collaborative **Professor Sonja Pedell** Director of Swinburne Living Lab and Program Leader in the Centre for Design Innovation, Swinburne University

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Following the conclusion of this event,
delegates are invited to uncatered and informal drinks at
The Kilburn, Ground Floor, 348 Burwood Rd
(corner Burwood &Glenferrie Roads)
Hawthorn VIC 3122

Contact

If you are interested in partnering with Global Community Resourcing please contact our team directly.
Email: contact@communityresourcing.com.au
Contact Number: 0457 837 823