Transforming Aged Care Delivery in Australia through Ai
Uniting NSW.ACT's Story



Andrew Dome

Chief Digital Information Officer

Uniting NSW.ACT

Uniting

Who we are



Year 3 of our strategic journey

FY25 marked the 3rd year of Uniting's 10 Year Strategy and the conclusion of Horizon 1 - the initial phase of our strategic journey. Over Horizon 1 (FY22-FY25), we strengthened our foundations and grew revenue, successfully navigating a complex and dynamic external environment involving regulatory and policy reform across multiple sectors.

The groundwork for our transformative work was laid by deepening our systems change capabilities, building a strong financial base, and beginning the transformation of our Seniors Services operations. From the foundations laid in Horizon 1, our next phase will build momentum through targeted investments in the first third of life, while ensuring a high-performing organisational core.

Horizon 2 is not just a continuation of our 10 Year Strategy - it's a bold step into transformation. It involves nurturing new models, expanding partnerships, and embedding inclusive practices that reflect Uniting's values and purpose. This phase will be marked by a renewed commitment to listening, learning, and acting in collaboration with communities, especially those facing entrenched disadvantage.

Uniting Seniors Gyms ensure older people stay active and social as they age.

10 Year Strategy 2022-2032

Create a better future for more people and communities by disrupting entrenched disadvantage.

Uniting NSW.ACT contributes to the work and mission of the Uniting Church through community services, spiritual care, social justice and advocacy to serve humanity and create an **inclusive, connected and just world.**

Our strategy reflects Uniting's role in supporting the commitments identified in the Synod's **Future Directions.**

SOCIAL IMPACT
Drive solutions to systemic issues that prevent people and communities from living their best lives.

First Nations people and communities are strong, thriving and self-determining.

COMMUNITIES
Deliver more services to more places, supporting people and communities to thrive.

People are at the heart of everything we do.

SENIORS
Enhance and evolve our support for seniors, particularly those experiencing social and economic exclusion.

AN ENGAGED, EMPOWERED AND PRODUCTIVE TEAM
A workplace where every person feels they belong, is inspired by our purpose, and accountable for productivity and impact.

ENTERPRISE EFFECTIVENESS
Where people, processes and technology are aligned and cohesive.

FINANCIAL STRENGTH AND SUSTAINABILITY
Optimise our assets and resources to generate sustainable income and reinvest in our purpose.

Uniting Church
SYNOD OF NSW & ACT

Uniting

Who we serve

Who we served in FY25

156,602 Total clients ↑7.4% on FY24

128,063 Communities clients ↑8% on FY24

We aspire for every child in NSW and the ACT to participate in early childhood education, so they can be school-ready by the age of 5.



- **62,386** Local Area Coordination (NDIS) participants
- **30,375** Early Intervention clients
- **6,383** Children enrolled in Early Learning
- **8,875** Mental Health and Wellbeing clients
- **6,011** Counselling and Mediation clients
- **5,731** Intensive Family Services (IFS) clients
- **1,241** Medically Supervised Injecting Centre (MSIC) clients
- **5,269** Homelessness Services clients
- **516** Youth Transitions clients
- **988** Disability Services clients
- **288** Permanency Support Program (PSP) clients



Tanya Plibersek, Minister for Social Services of Australia, visited Foyer Central.

28,539 Seniors Services clients ↑4% on FY24

- **3,881** War Memorial Hospital patients
- **3,885** Retirement and Independent Living residents
- **7,933** People in Residential Aged Care
- **12,840** Home and Community Care clients



Our diverse workforce in FY25

11,796 Employees ↑1.6% on FY24

- **9,360** Female employees (79.3%)
- **2,391** Male employees (20.3%)
- **45** Employees identified as gender diverse
- **348** First Nations employees
- **176** Employees with disability
- **4,554** CALD* employees (35%)
  *Culturally diverse employees who speak a language other than English
- **105** Chaplains and pastoral practitioners
- **1,215** People celebrated milestones of between 5 and 50 years of service

Did you know?

32% of our people speak a language other than English. Nepali is our most common primary language after English, spoken by 19% of our total workforce.

Nepali staff showed Uniting Springwood residents how to make momo (dumplings) this year.



1,321 Volunteers

Volunteer artist-in-residence

Grace Westera, Pastoral Carer at Uniting Caroona Yamba suggested to her husband, Harry Westera, a renowned local artist, that he volunteer there. Over the past 2 years, he has drawn 91 portraits of residents; 52 of which adorn the walls of Caroona, with more being added regularly.



16 years of pastoral care

In May this year, residents of Uniting Mirinjani Village ACT, together with staff and the chaplaincy team, gathered to celebrate and thank pastoral volunteer Helen Palmer for her remarkable 16 years of ministry. The gathering was filled with heartfelt stories, recognising Helen's compassionate support and gift for non-judgemental listening.



The challenges we are solving

Six pressures facing aged care and Uniting today

1 Workforce crisis

Shortages of nurses and care workers, long workforce pipelines and reliance on agency staff constrain capacity and increase cost.

2 Administration burden

Frontline teams spend too much time on documentation, assessments, reporting and navigating multiple systems instead of care.

3 Regulatory complexity

The new Aged Care Act, care minutes and expanded reporting obligations require significant operating, process and workforce change.

4 Financial sustainability

Labour, compliance and service delivery costs are rising while funding does not always reflect the full cost of quality care.

5 Technology fragmentation

Disconnected clinical, workforce and finance systems create duplicate handling, manual work and delayed operational insight.

6 Rising expectations and aging population

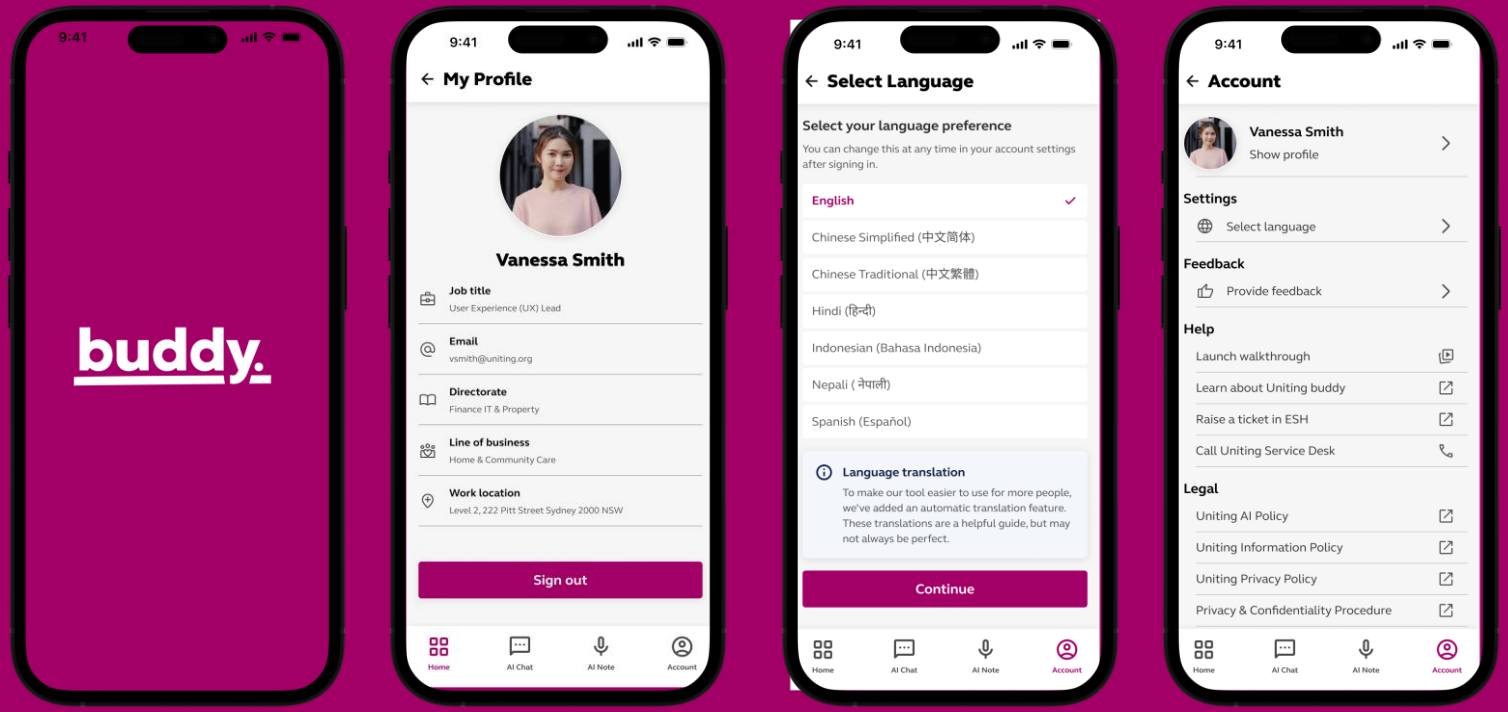
Older people and families expect more choice, transparency, responsiveness and personalised, digitally enabled support.

The solution: Uniting will use digital, AI and process redesign to return time to care, strengthen workforce capacity and sustain quality services.

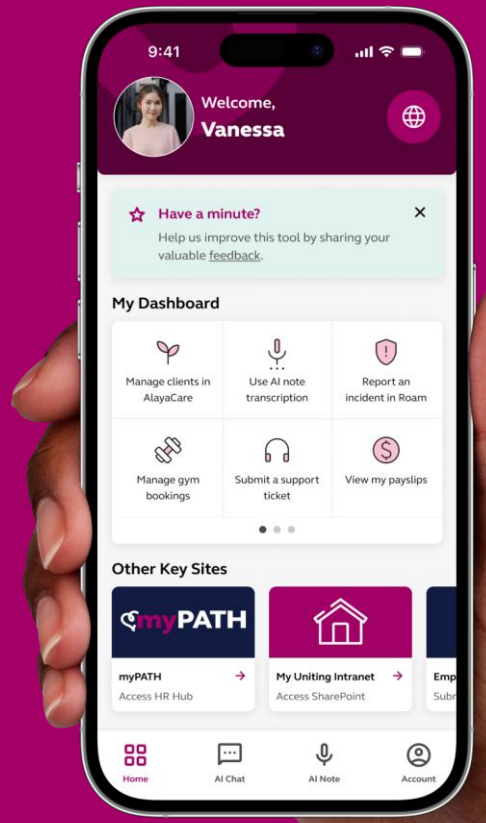
What we have built: A Digital Assistant buddy.

Enhance point-of-care information access with AI-driven smart searches, automated note capture, multilingual and accessibility support, and a digital front door for enterprise services.

- Removes administration burden through a persona-based AI curated tool
- Creates and returns content instantly at the point of care
- Turns 10–15-minute activities into 1–2-minute activities
- Allows our employees to "Hold the Hand and not the Pen"







Uniting Digital Assistant buddy.

My Profile

Multi-language support

Feedback mechanism

My Dashboard Carousel

Enhance point-of-care information, with persona-based curation for easy to access to systems relevant to my role

AI Notes Transcription

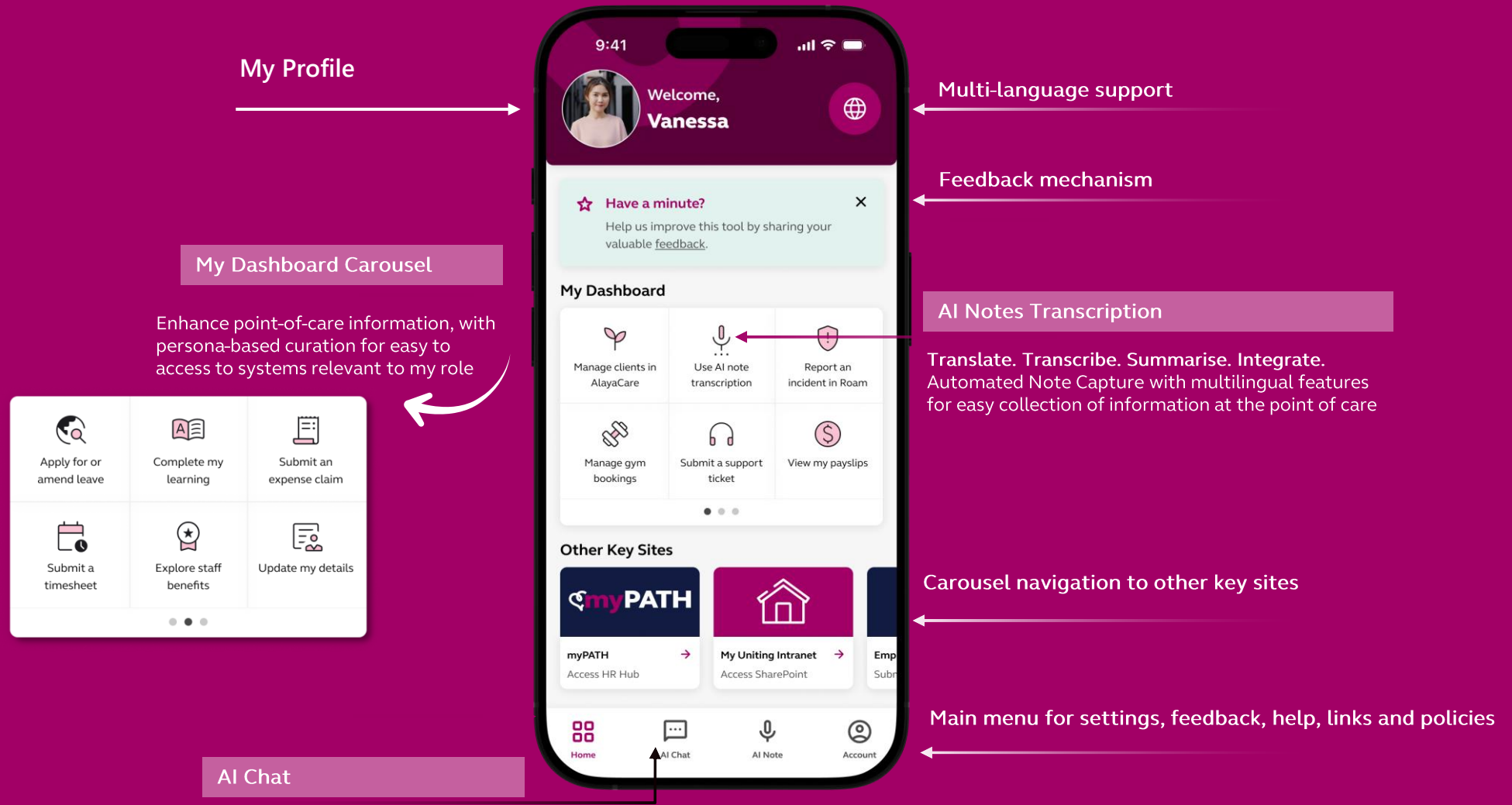
Translate. Transcribe. Summarise. Integrate.
Automated Note Capture with multilingual features for easy collection of information at the point of care

Carousel navigation to other key sites

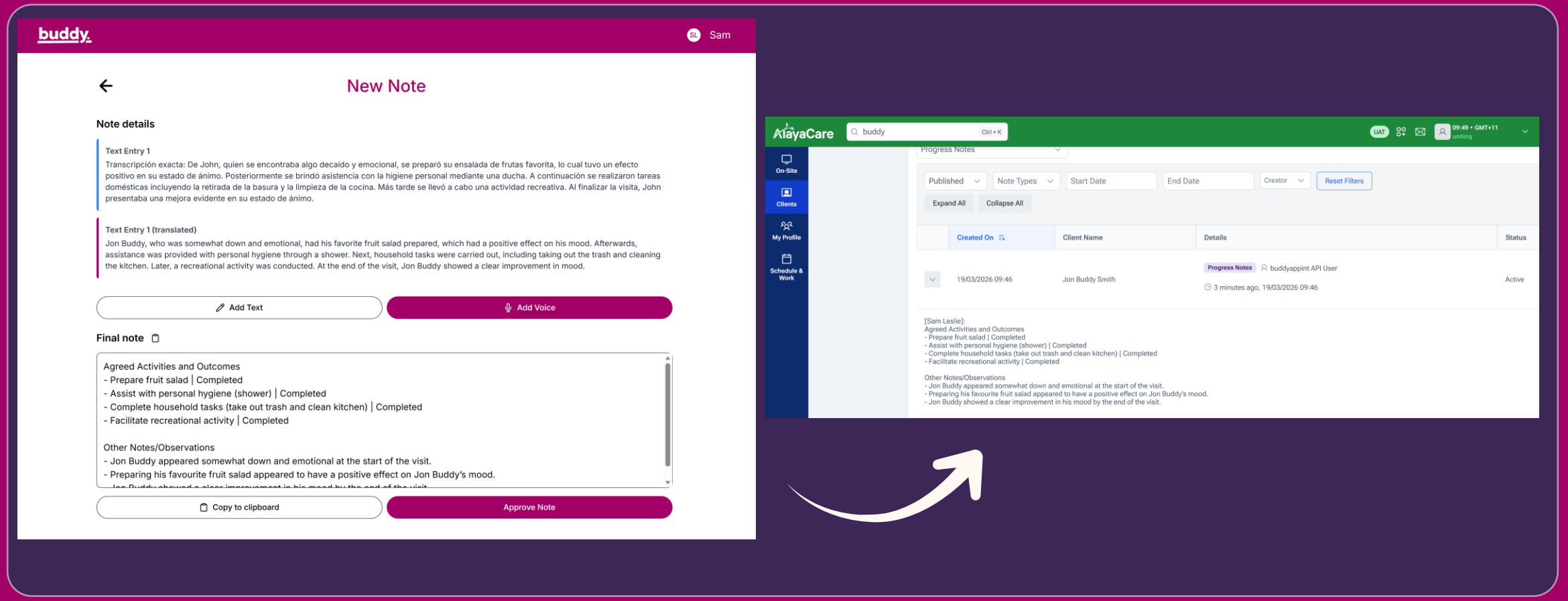
Main menu for settings, feedback, help, links and policies

AI Chat

Smart Search.
AI-driven smart search for quick access to information



Voice to text notes buddy.



Official

Benefits

Average Time Savings

App & AI Chat

Support Workers



2 minutes
Per query

Non-Support Workers



10–15 minutes
Per query

AI Notes

Daily Productivity Uplift for HACC

30 minutes
based on an average of 5 client visits

resulting in →

>200 hours savings
based on 50% take-up rate on 820 Support Worker base

60–120 minutes
based on clinical assessments and other activities

resulting in →

~50 hours savings
based on 40% take-up rate on 80 Clinical Worker base

Observed Benefits

All Progress notes are captured – *Addressing one of the challenges where some support workers do not enter notes*

Accurate Documentation – *Prevents incomplete or missing notes with natural language translation*

Standardised Note Structure – *Uses a consistent framework for uniform submissions*

Timely Note Capture – *Enables real-time entry at the point of care, avoiding end-of-day batching*

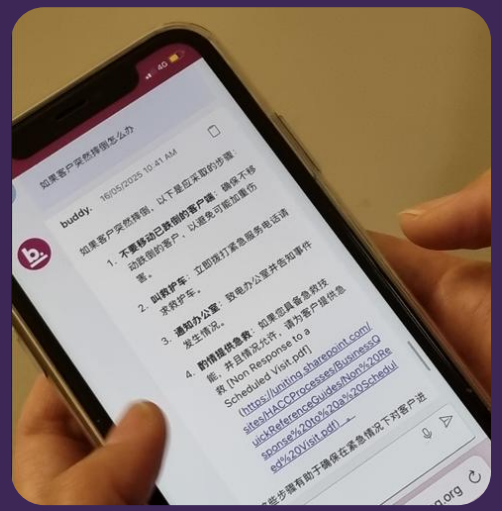
Reduced Cognitive Burden – *Minimises mental load through simplified workflows*

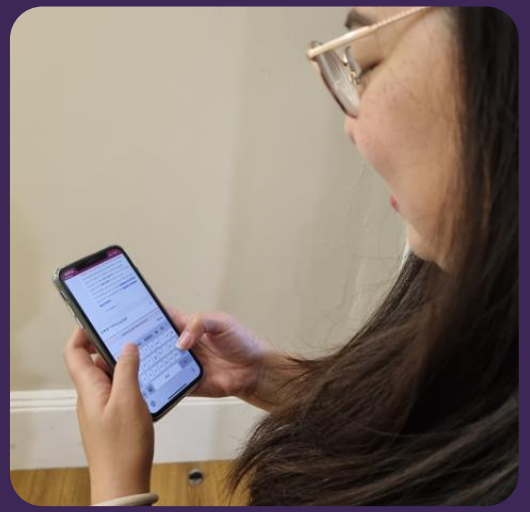
Enhanced Care Visibility – *Improves care with up-to-date, trackable information*

buddy.

in action









Testimonials

"I love love love it! It's a great way to maximise time and I use it so often. For me it saves an hour or more in my day!"

Roanne Morton – Care Partner, North Coast/Northwest Mid North Coast

"I like that AlayaCare and Buddy are liaising with each other."

Raj Tandan – Clinical Occupational Therapist, Blue Mountains & Penrith

"I enjoy the convenience to make each day flow better especially if I'm running behind with the client."

Jade Watkins – Support Worker, Blue Mountains & Penrith

"This is a great initiative, and I think that for the clinical teams it will absolutely be game-changing as a time saver."

Melissa Schmitzer – Care Excellence Lead, North Coast/Northwest Mid North Coast

"It is great and fabulous. I used it for like a few different things."

Caitlyn Kelly – Team Lead, North Coast/Northwest Mid North Coast



Buddy – touching more lives

Spotlight: Buddy goes further for our people – here's Belinda's story

Belinda had always struggled with reading and writing, never knowing she had dyslexia. While raising her son by herself, she made the decision to go to TAFE to improve her skills – and that's when she finally learned she was dyslexic.

From there Belinda's confidence grew. She started volunteering with Uniting, was soon offered a role as a Support Worker, and has continued to grow, learn and feel supported. Now, 20 years later, Belinda is a Care Partner in Port Macquarie and Forster.

For Belinda, dyslexia has always meant long days. She would come in early and often stay late. Writing and typing, getting her thoughts onto the page, was a daily challenge. She developed small strategies – like choosing a desk in the corner so she could talk to Google to correct spelling without distraction, or without drawing attention to herself.

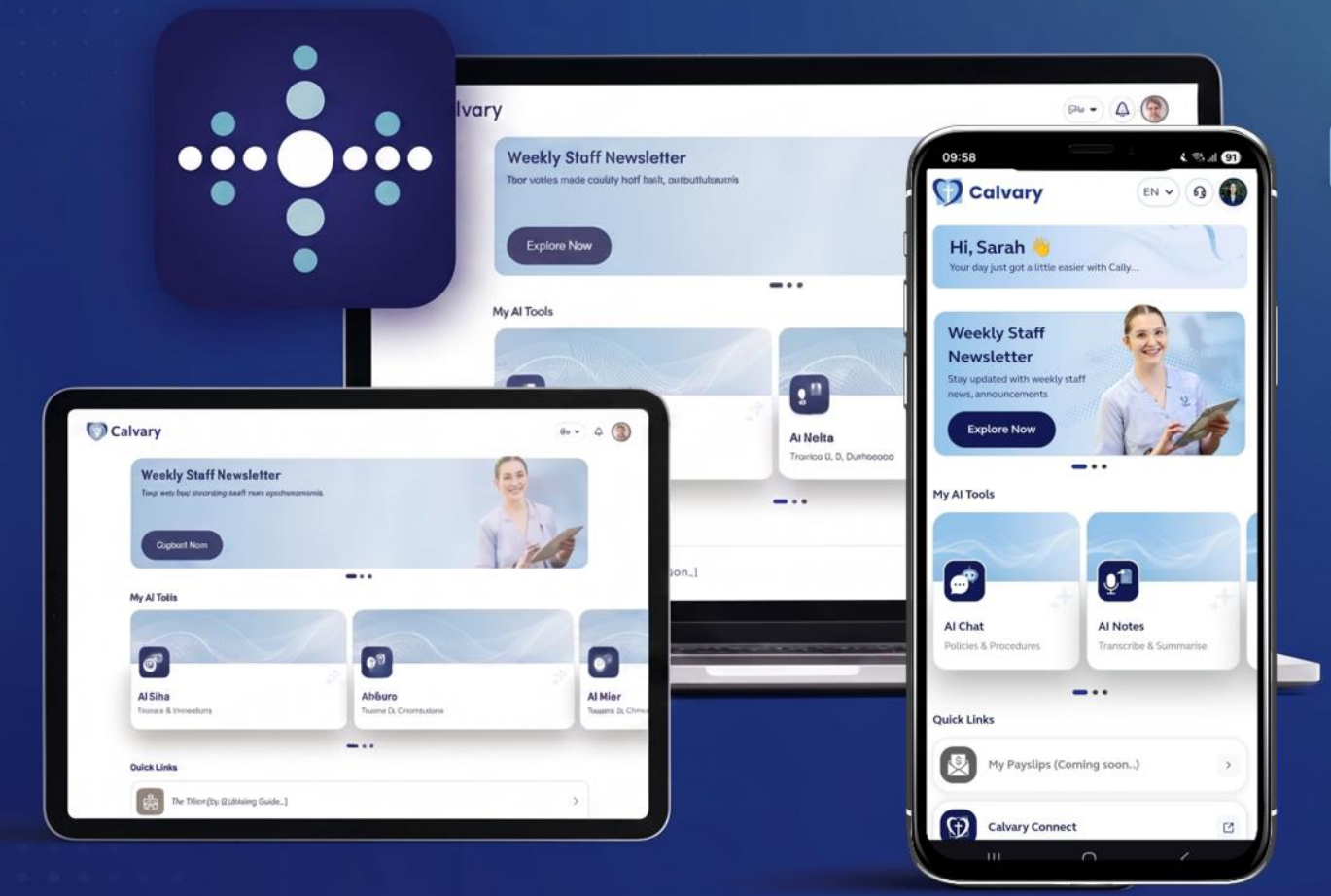
Since Buddy, Belinda's days look different!

The words in her head translate easily into text. As Belinda says, "I'm proud of my notes now – they reflect my thoughts, and they look professional." She no longer feels alone, now working alongside colleagues who also use Buddy. She's able to use her time more effectively, and she sees real changes in her ability to communicate.

For Belinda, Buddy has transformed what every day looks like in the job she loves.



Cally - One place for many things



News & Updates

Straight from Calvary Connect

Quick Links

One 'click' to access other services

E.g. Payslips, Benefits etc

My Profile

In 7 languages

My AI Tools

AI Chat for policy and procedure questions templates:

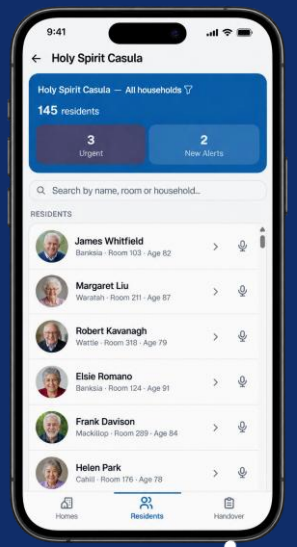
AI Notes with voice to text in 65+ languages and Care Note templates.

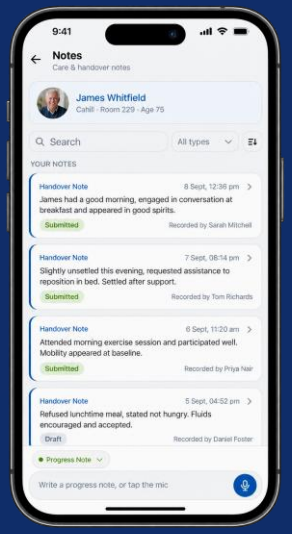
- AWACCS
- ISBAR
- Free Text

Chloe – Delivering Care

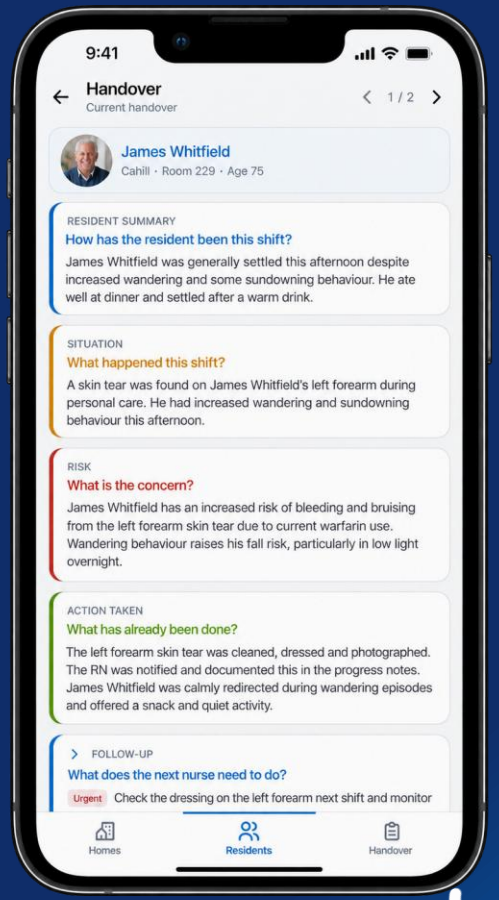
Voice-driven workflows, connected to the care plan.

Generate Progress and Handover Notes





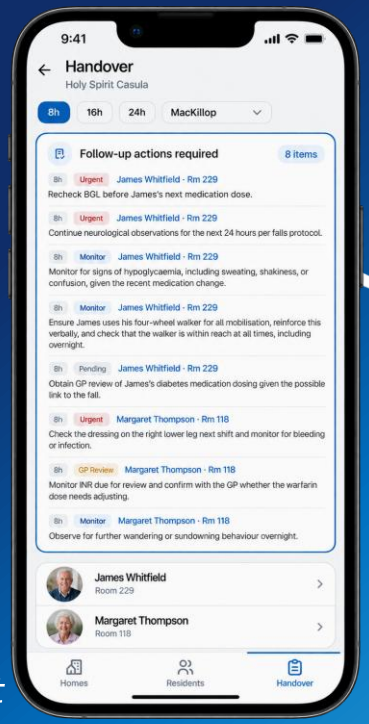
Start a Progress or handover note straight from the resident list. Notes are translated in ISBAR format



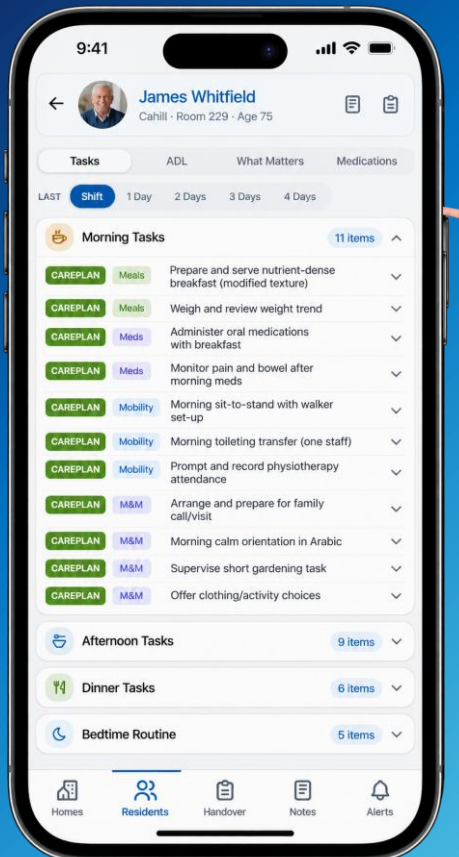
See Handover Notes for your ward. Step through by Resident

Care Plan





Shift tasks are generated from a combination of the Care Plan and Handover notes.





Jeanie – Contact Centre Agentic AI Agent

Uniting's Contact Centre AI Agent

Jeanie is our AI-enabled contact center agent, designed to provide a faster, more consistent and a first point of contact for Home and Community customers and families 24 x 7

Listen	Understands the intent of common enquiries and provides sentiment analysis
Guide	Provides clear next steps and directs customers to the right pathway for cancelling or checking upcoming services
Support	Hands over context to team members when human support is needed

Purpose: reduce friction at the front door while keeping people connected to care.



Uniting

Jeanie - early benefits we are seeing

A more responsive digital front door for customers, families and teams

Customer impact | **Operational impact** | **Quality and risk impact**

1 Faster access

› Customers can cancel and check on their visits at a time convenient to them

› Less need to wait for a team member for simple enquiries

› Clearer pathway to the right service or support area

2 Better capacity

› Reduces avoidable repeat calls and basic enquiry handling

› Supports out-of-hours demand capture (24 x 7)

› Allows agents to focus on complex and sensitive conversations

3 More consistent service

› Prompts standardised responses and triage

› Improves handover context for staff

› Creates a stronger data trail for follow up and continuous improvement

Benefit summary: Jeanie helps shift the contact centre from purely reactive call handling to guided, consistent and data-enabled customer support.

What customers are telling us

Emerging customer feedback themes from Jeanie interactions



“I got to the right place more quickly.”

Customers value simpler navigation and fewer transfers.

“The answer was clear and easy to follow.”

Jeanie helps provide consistent information for common enquiries.

“I did not have to repeat everything again.”

Better capture of context supports smoother handover to team members.

“It was easier to get help when I needed it.”

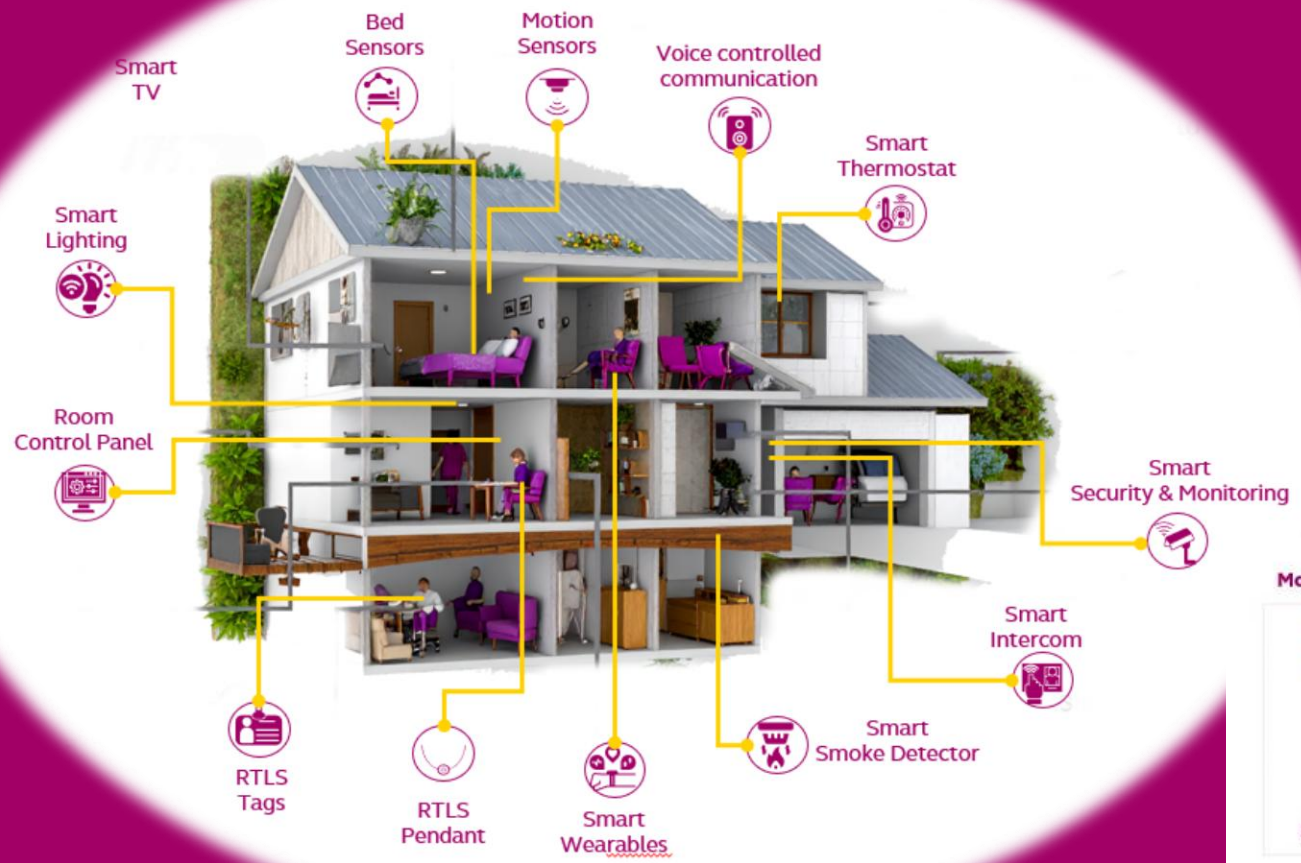
Customers are responding positively to a more accessible first step.

What’s Next



Digital Facility

A fully integrated digital ecosystem through various aspects of care



- Emergency / Call
- Vitals
- Environment
- Safety/Sentiment/Wellbeing
- Mobility
- Security



Thank you

