

TECH Innovation Framework in Action

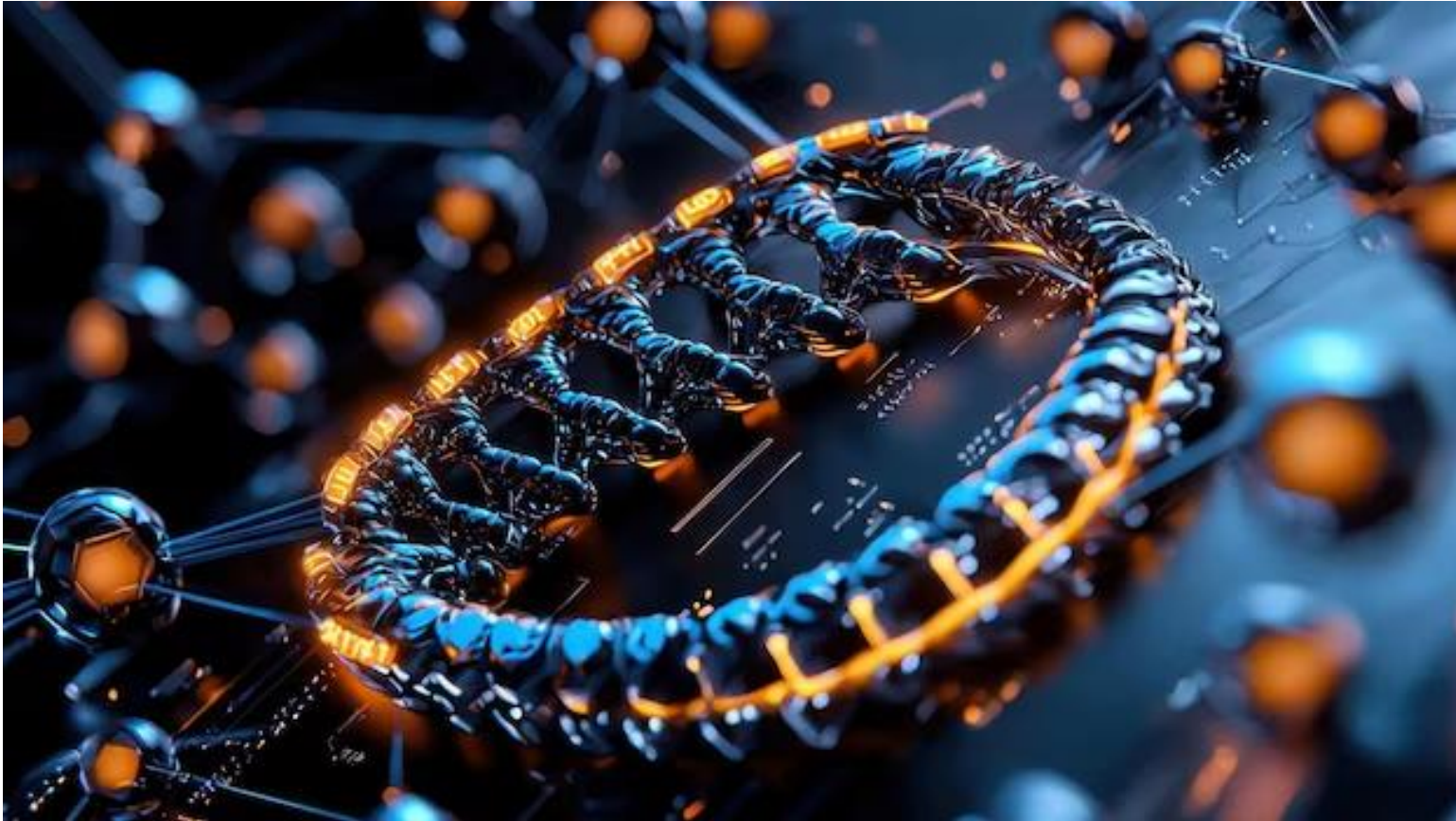
*Presented by Alan Morrison, CEO
TECH*

Welcome – April 2026

Get MORE out of life



Innovation is everywhere

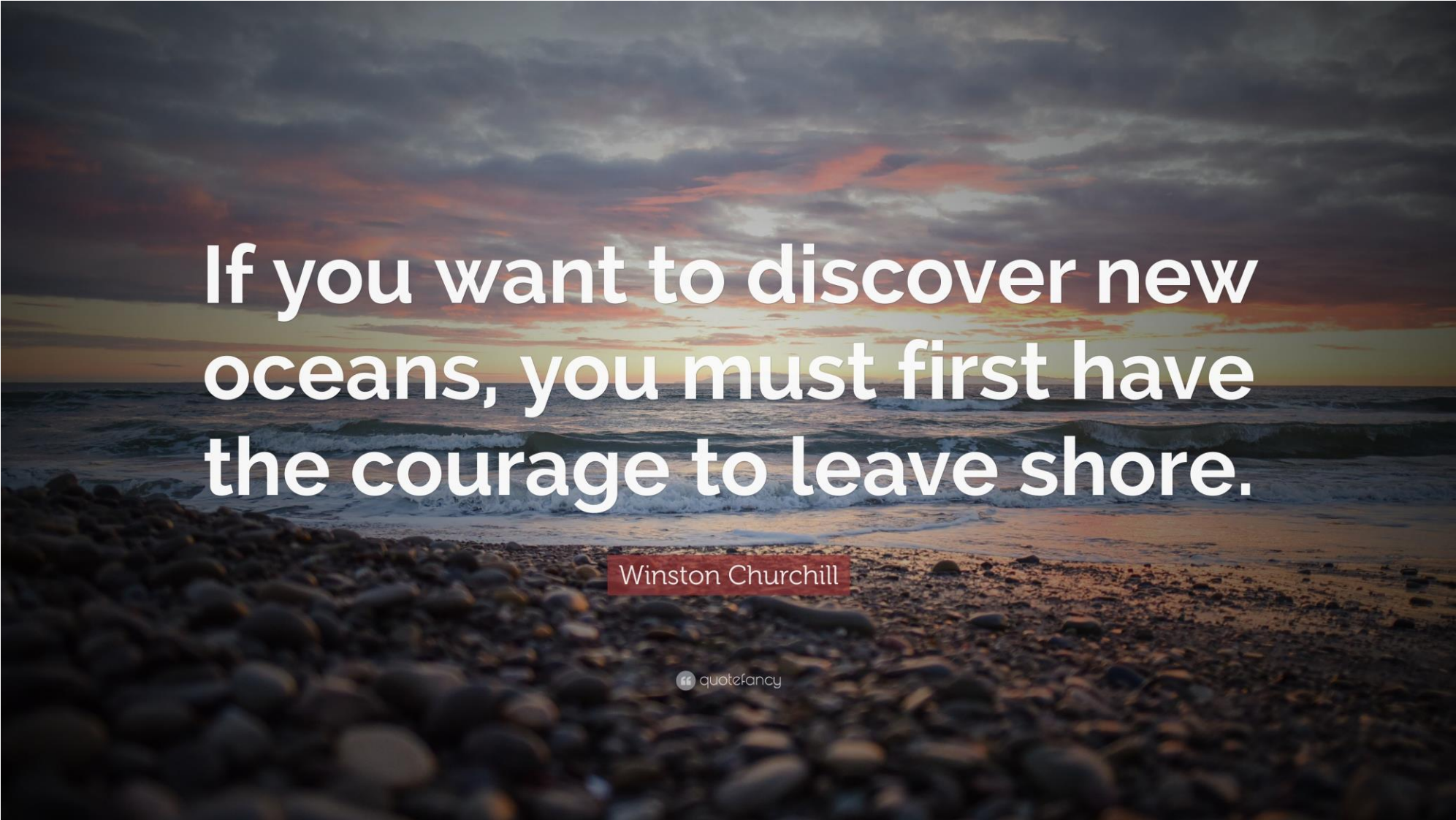


What drives a culture of innovation?

- Creating an environment where new ideas are listened to and celebrated.
- Where failure is accepted – as long as it's learnt from.
- Where ALL roles feel free to share ideas.

- **Trust is key!**





If you want to discover new
oceans, you must first have
the courage to leave shore.

Winston Churchill

quote fancy

The innovation framework- what it does in practice

- Turns ideas into experiments
- Amplifies frontline insight
- Encourages collaboration and it provides leadership support



Initiative 1

ECH Innovation Challenge 2025

‘If nothing was off the table, what would you change to make life better for the people we support?’

- 200 team members
- 76 ideas



ECH Innovation Challenge Winner- Pet Pals

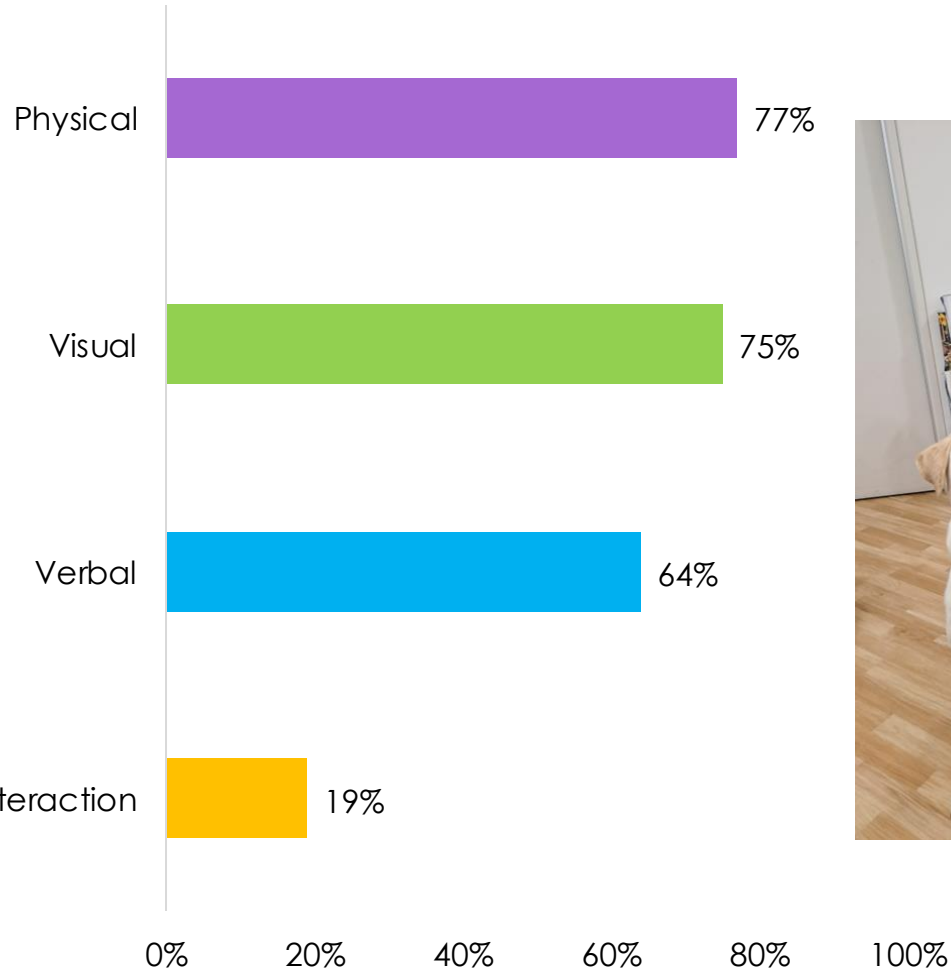
‘What if connection didn’t start with words at all?’

- **Pet Pals** : Companion-pet experiences in day programs
- **Wag-Tail Café**: Morning tea with therapy dogs + coffee van to encourage staff, families and clients to connect.
- **Accredited handlers**: so it’s safe, consistent and high quality



Pet Pals Day Program Outcomes

Engagement with Therapy Animals (n=124)



- Engagement with the therapy dogs is **high**. **Physical** (77%), **visual** (75%) and **verbal** (64%) interaction all occur far more often than non-interaction. Most engagement occurred with active and positive participants.

- Staff also reported that individuals who did not engage with the pets in one session, had engaged on other occasions, highlighting the benefits of a **safe** and **flexible, self-directed space**.

- Non-interaction** is not random. It was reported only among passive or neutral-mood participants

Noting that this represents a snapshot of in-session behaviour, one participant may have participated in more than one session and therefore have multiple observations.

Initiative 2

Generative AI for care planning

‘What if AI didn’t take time away from care.....but gave it back?’



The Generative AI Solution



AI Supports Staff

- Generative AI drafts care plans from assessments, allowing staff to review and approve, keeping human judgement central.



Impact on care

- Care planning time reduced from 20 minutes to 36 seconds, saving over 3000 staff hours annually with improved compliance and few visits.

The “why” that unites both stories



Therapy dogs and a coffee van



AI and secure cloud infrastructure

Q&A