Home and Community Care
Centre of Excellence

Strategic Roadmap

Our purpose: We connect industry, education, technology and community to accelerate innovation and build readiness for a technology-enabled future of home and community care.
Our vision: The Centre of Excellence is shaping the future to provide more connected, accessible and personalised home and community care, enabling Australians to live well and independently at home for longer.

1. Innovation and research

Be a place for innovation:
- Co-design and deliver the Smart Home as a living lab
- Test learning, technology and care approaches in real-world settings
- Set sector benchmark for Smart Home design, construction and adaption methods

Enquire and apply new knowledge:
- Embed applied research across design and operations
- Envision the future of home and community care
- Support uptake and scalable outcomes through research evidence

Improve and adapt:
- Conduct action research to improve products and services
- Deliver quality self-assured outcomes
- Monitor emerging trends to shape future centre priorities

2. Enduring partnerships

Understand our stakeholders:
- Map interests and segments and deliver on our value proposition
- Routinely gather and action stakeholder feedback
- Foster active and engaged advisory groups

Create value:
- Position the CoE as a connector within the care ecosystem
- Activate partner network through the Living Lab
- Secure industry and community partner co-investment

Share and collaborate:
- Collaboratively create and translate capability and knowledge
- Openly share applied research and educational products
- Connect with the National TAFE Network and Victorian TAFE Network

3. Future-ready workforce

Co-design programs:
- Identify future-focussed capability needs
- Co-design qualifications and microcredentials with learners, industry, care workers, community and educators
- Build inclusive programs that support diverse cohorts

Deliver exceptional teaching and learning:
- Provide immersive experiences to support inter and intra-professional learning
- Improve learner experience and outcomes
- Connect the educator community and uplift capability

Advance careers and workforce readiness:
- Develop new pathways to specialised care roles
- Provide bespoke industry training and upskilling options
- Uplift existing workforce capability at scale

4. Leading digital adoption

Support digital health transformation:
- Deliver fit for purpose Smart Home ICT infrastructure
- Implement and refresh accessible and care-context relevant home technologies
- Enable prototyping by tech partners to foster commercialisation and uptake

Accelerate technology adoption:
- Provide Virtual Smart Home accessible across Australia
- Uplift consumer and carer digital capability
- Expand community and provider adoption of technology

Use data for insight:
- Implement data standards and governance for consistent collection, use and reporting
- Use learning analytics to improve learner outcomes and target support
- Use facility data to reduce carbon impact and enhance sustainability

5. Trusted national asset

Listen:
- Secure stakeholders', experts' and champions' participation
- Model collaborative, accountable and consistent engagement
- Report engagement actions and outcomes

Communicate with impact:
- Strategically align and deliver communication objectives, messaging, channels and cadence
- Conduct annual market research program
- Communicate insights that influence forward plans

Evidence outcomes and leadership:
- Align Centre evaluation to outcomes framework
- Demonstrate good governance and stewardship
- Share impact, benefits and lessons learned

Establishment phase measures of success

- **Number of partners collaborating with Centre activities and initiatives**
- **Learner, educator, workforce and community members reported capability uplift**
- **Number of new qualifications and/or microcredentials developed and delivered**
- **Positive net promotor score**
- **Centre is sustained beyond the funding period**

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TAFE VICTORIA

Australian Government
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The Home and Community Care Centre of Excellence is a joint initiative between the Australian Government and Victorian Government.

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