

Live life  
to the full.

# Moving beyond the two "As"

## Leading innovative leisure & lifestyle service delivery in an era of Accreditation & ACFI

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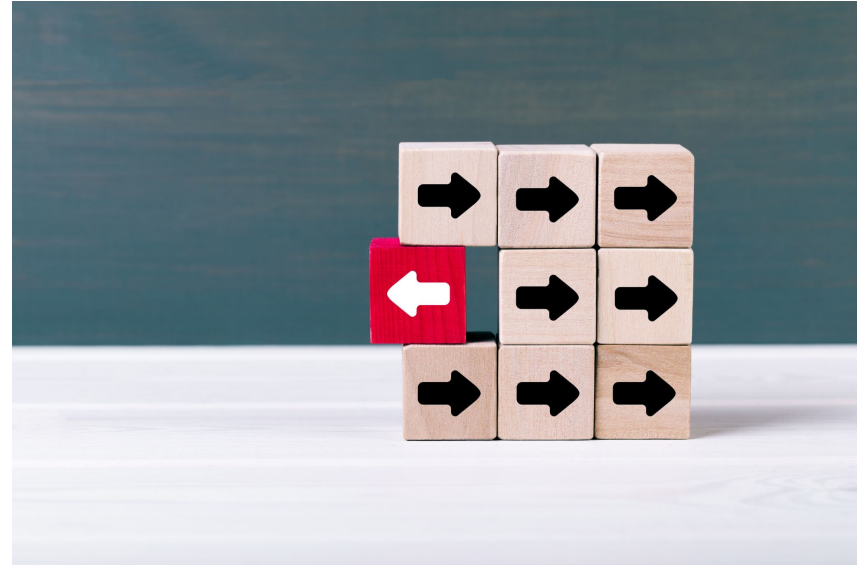
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# Innovation – we all know what that is right?

Innovation refers to something new

- › a new idea
- › a new approach
- › a new method or
- › a new way of thinking.



# What does innovation look like?



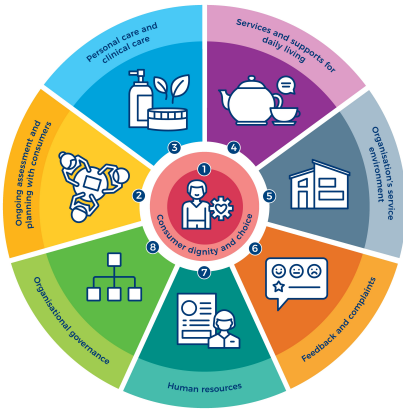
- \* Innovation is about:
  - › generating ideas
  - › translate those ideas into new processes or services that create or add value.
- \* Has value for our consumers

## Consumers as the key drivers of innovation -

- › provide environments
  - › processes and
  - › support
- ..... so that they can make a meaningful contribution.



Empower consumers to be involved and to be active contributors.



# Accreditation & ACFI - ? link to innovation

- › Accreditation and ACFI are regulatory frameworks set out by Government
- › Minimum standard > not best practice



# A & A - Key drivers of innovative thinking and practice??



Why not?

- \* Should be driven from within the profession > supported by research and evidence based practice.
- \* If we rely on regulatory frameworks as our guide what happens when they change?
- \* Innovation is fluid and must respond quickly with agility based on our consumers needs, wants and preferences.
- \* Legislative frameworks do not have the ability to change rapidly.

# So how do we innovative?

- › Get the basics right first
  - \* Comprehensive assessment
  - \* Personalised IPP
  - \* Evaluation and feedback processes
  - \* Strong process for consultation
- › Have a clear vision and be focused on outcomes
- › Be future focused
- › Be guided by the consumer/s for all aspects of service delivery
- › Put yourself in your consumers shoes





## Some suggestions:

- › Draw off others ideas and adapt
- › Ask customers
- › Observe customers
- › Use feedback & complaints
- › Ask other stakeholders
- › Brainstorm & consult
- › Collaborate
- › Ask – what if?
- › Watch the competition
- › Adapt an approach or a current program
- › Try – what is the worst that could happen?
- › Go back in time
- › Use networks



(Adapted from: [21 Great Ways to Innovate / InnovationManagement](#))

# The Challenge



- › Move away from buzz words, buzz approaches, what the trend is and what others feel is innovation
- › Consider how we can re-imagine our approaches and refresh and re-invigorate our thinking
- › Amazing ideas are likely to flow once normal constraints and expectations are lifted.

- › Be supportive of and actively involved in research as well as ensuring you are informed of current best practice approaches across the profession.
- › Take the time to network, learn from others, read broadly, expand your mind and think critically.
- › Be brave!

