

### **Description**

The FSD Lab has developed core development capabilities in the area of innovative socio-technical systems and design solutions for health and wellbeing with a focus on older adults. We develop services and products for older people ensuring that their emotional and social needs are incorporated into every stage of the development process. Technology can make a big difference to older people, but it rarely addresses their needs. We suggest that while older people may get more technology savvy they also have higher expectations and therefore make their own choices. Co-creating solutions with end-user involvement at every step ensures technology can address their evolving needs.

Adoption rates are particularly low when technologies do not address the emotional and social needs of older adults. The FSD Lab brings a unique focus to incorporating these needs at the start of the innovation lifecycle of any product or service. Emotional and social goals address how one or several users feel about a system rather than the properties of a system. Function and quality of the user experience are not lost in the development process while emotional goals are woven into the overall process. They guide and motivate our design solutions giving users a strong voice in the outcome.

Participants of the FSD Lab are motivated to improve quality of life for older adults through the actual development and implementation services (Sematrix, Laneway Labs, SUT, Leef, Twin Parks) and their dispersal via policies (Leef, COTA), education (SUT, Seniorpreneurs, Inner East Community Health) and public access (COTA, Borondarra Council, Seniorpreneurs, Inner East Community Health). The FSD Lab develops technology, products and services that are likely to be adopted as they meet these social-emotional goals and lead to commercial outcomes. It also makes sure that the spaces housing these technologies and services meet user needs.

At present, the Living Lab runs four programs

*Seniorpreneurship*: a vibrant and supportive eco-system for entrepreneurs over 50 who are also active partners in the FSD Lab in the creation of innovations for the other programs. In Australia 8% of the over 55s are involved in early stage start-up activity and over 45% of small businesses are operated by people over 50.

*The Extended Self*: focussing on wearable, mobile and assistive technology that supports elderly people live active, safe and social lives. Carried around by its user, it adapts to changing and dynamic environments.

*My Home and Surroundings Adapted*: innovating in the domain of low cost refurbishments for homes, caravans, residential living and care environments enabling elderly people to live well what they call home. This program makes use of action research through design studios and extends into community, activity and health care spaces.

*iNatter*: using and creating technology to support social engagement and community participation.

### **Our most important actors**

The FSD Lab has been in development since early 2015 with the formal launch in February 2016. We have brought together a mix of established partners, with 2+ years of collaborative research projects, and new partners attracted by the approach. Together they provide a vibrant eco-system for the FSD Lab.



### *Future Self and Design Living Lab Actors*

Swinburne University of Technology (SUT) - *Centre for Design Innovation (CDI)* is a participant in FSD and hosts the Living Lab. The CDI provides two innovative Labs with cutting edge demonstration, workshop and video conferencing facilities and access to a strong, client-focused research capability. Set up to respond to increasing market demand for strategic and transformative design and development, its researchers aim to improve the uptake of innovations derived from design research.

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