



How it works



Are you a Scheme Agent, Case Manager, icare staff or Nominated Treating Doctor?

We are currently seeking input in these initial stages, from you and eligible icare clients.
Contact Amira now to learn more!

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What is a design-led innovation project?

Design-led innovation can be used to help address complex problems in new ways by identifying and working with values and insights central to the users' (and stakeholders') experience.

It's characterised by phases of research, exploration, problem definition, ideation, prototyping and testing. Outcomes should be simple to use, implement, scale and afford.

By undertaking a design-led innovation project, we're acknowledging that people don't just buy and engage with products, services and systems as part of a logical process. People buy and choose to engage with the *meaning* those things have and represent in their lives.



Connect with us

PCCS is a not-for-profit health organisation working to make it easier for people to access the health and community services they need.

For more information

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New options to improve client health & wellbeing

Plus Inclusion

A design-led innovation project to improve the post-injury experience and outcomes of injured workers with language barriers

