Creating Conversations: Augmented Reality experience design created to prompt conversations about the Australian aged care system.

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Abstract

Creating Conversations is an interactive augmented reality (AR) art experience designed to prompt public discussion about the Australian aged care system. A recent Royal Commission into Aged Care Quality and Safety has revealed critical, systemic problems in the Australian aged care system - including substandard care and patient neglect, as well as funding issues. Despite the significance of the findings, they received limited attention in the media and public dialogue. This paper describes the creation of a novel solution – an AR artwork – to prompt conversation about the Australian aged care system. Drawing on the lengthy and complex Commission reports and the thousands of public submissions, the artwork instead provides direct insights of the personal experiences of those impacted by the flawed system.

This paper describes the artwork, the technology, and the design decisions made during its creation – including how the personal public submissions to the Royal Commission have informed the artwork. The objective of this artwork is to deeply engage the audience, sustain their attention over time, and offer an experience that continues the connections created beyond the time of interaction. It explores the effectiveness of AR and design in initiating meaningful conversations, breaking down communication barriers, and improving awareness about the available resources and services in the Australian aged care system.

Keywords

Interaction Design, Augmented Reality, AR, Extended Reality, XR, Aged Care, Human-Computer Interaction, Design for Health, Engagement, Experience Design, Interactive Art, Creative Engagement.

Introduction

Creating Conversations is an artwork created by the first author and designed to bring attention to the personal accounts and experiences of those in the Australian aged care system: their problems, recommendations, and stories; to further general public conversation about these issues. Using Augmented Reality (AR) on a mobile platform, visuals combined with text are layered into the physical world around a user, enabling them to engage, with their whole body, in an interactive artwork. Here, AR has been used to 'condense' the complex data and issues provided by the Royal Commission in their expansive report, makes it more accessible, easier, and more relatable for an audience to effectively understand. The imagery in this artwork comprises words and visual metaphors extracted from the submissions made to the Royal commissions by the people in the system. Their words, stories and experiences have shaped the artwork, and the work itself facilitates a much-needed amplification of their voices: from experiences of substandard care in all forms of abuse, neglect, and general well-being, it is imperative to shed light on the residents' stories within the system, this being a crucial step to starting meaningful conversations and ultimately, creating change.

Australian Aged Care

After growing reports of abuse, neglect, and substandard care, a Royal Commission into Aged Care Quality and Safety was launched by the Australian government in 2018. Members of the public, including residents, their families, care staff, and care providers made over 10,000 written submissions to the Royal Commission identifying issues of discrimination, isolation, neglect, abuse, and ageism.

Submissions described resident experiences as "awful" "horrible" "humiliating" "frustrating" and "non-user friendly" [1] through to feeling as though they were "treated as a mere object" [2]. Moreover, the Royal Commission found that issues of neglect, mental, sexual, and physical abuse, and restrictive practices were common, and in fact, that "1 in every 3 people accessing aged care has experienced substandard care" [3].

Aged care residents frequently have complex health needs, and staff is often busy, struggling to provide basic care tasks and not having the time to provide much-needed social interactions [4]. For diverse older adults, including those with complex care needs, Aboriginal and Torres Strait Islander people, LGBTQIIA+ residents, and non-native English speakers, the care experience is often even more challenging. From limited funding to workforce shortages to the general public's fear of and disinterest in extreme old age, and the limited agency of older adults themselves, the Royal Commission uncovered the need for systemic reform. While the Royal Commission directed valuable public attention to aged care and the need for reform, comparative media monitoring revealed that - compared to the banking Royal Commission – the aged care commission received

300% less media coverage at the dates of their respective interim reports [5]. This is problematic for several reasons, for if the media and public do not engage in a conversation about ageing, old age, and care, making meaningful improvements will be difficult.

Ageism, fear, and the barriers posed by scientific and medicalised languages of ageing impede empathy, understanding and public engagement [6]. As Dening and Milne [7] noted over a decade ago, unlike almost any other cohort - residents of aged care system are an invisible population:

> Since they are often physically frail and do not venture far beyond the walls of the home . . . they also tend to exist outside the boundaries of 'ordinary society' and community and are 'off the radar' of the majority of initiatives that aim to engage citizens or address marginalisation [7(p. 3)]

There is a need to engage with the needs and care of this vulnerable population, a challenge compounded by their invisibility. While the RCAC findings demonstrate the importance of taking action, the fact that 10,000+ submissions received so little attention demonstrates just how hidden the population – and the issues around the aged care system – are. We urgently need new approaches to engage the public in a reflexive conversation about ageing and aged care.

Extended reality design, aged care, and public engagement

Creating engaging experiences is central to interaction design and interactive art [e.g. 9], including the use of AR and VR – instances of 'extended reality' - for aesthetic experiences. This includes the MusA artwork by Ahmetovic et al. which looks at accessibility through AR for people with Low Vision [9] and a home modification AR took by Bianco et al. [10] that empowers older adults in fall prevention. AR/VR has also been used in healthcare contexts from health medical training, medical education, through to support surgical procedures [e.g. 5,11,18]. More recently, the potential of AR/VR and smart technologies to improve health has expanded to the broader space of wellbeing, including work with and for older adults. This is often however limited for example, focussing on overcoming contextual factors associated with an aged demographic and their use of technology, e.g. Lee & Kim discuss the importance of understanding the differing cognitive and emotional aspects of their environments when designing AR/VR [14], Seifert & Schlomann highlight the potential for older age group and their caregivers and family members to overcome the digital divide to leverage AR/VR technologies [15]. Other work focuses on enhancing quality of life such as by identifying new opportunities for technologies to assist, and improve independence and agency – and by using creative approaches [16–18].

In Creating Conversations, extended reality is being used to support public engagement with a critical social issue. Similar work to this has been done before, though not with older adults. In an innovative approach to enhance social awareness and engage the audience to step into the shoes of those experiencing social problems (challenges faced due to labour emigration and its effect on families), AR design 'Spot the Story' enables a user to experience a character's life through a gamified narrative approach immerses them into the challenges of learning life lessons [19].

Approaches like gamification and interactive narrative are examples of how public engagement using extended reality can immerse users in specific social issues. They are very relevant to engaging publics with the critical issues surrounding the Australian Aged Care system discussed above. For Creating Conversations, an approach drawing on interactive art research – the model of Creative Engagement – has guided design for engagement with this critical issue.

Designing to engage with a challenging topic.

The model of Creative Engagement [8] draws on studies of participant interaction with digital artworks to identify stages of interaction that together can describe a meaningful public engagement with a work. As the focus of this interactive artwork is on engendering conversation on subjects with limited public attraction, this insight into design for engagement is very useful.

The Creative Engagement model identifies three elements and stages of engagement: 1) attractors; 2) sustainers; and 3) relaters. Attractors, occurring first, are elements that draw people towards the interactive art system. If people remain with the work over a period of time, their interest can be said to be sustained. The final stage, and design aspect, is relatability, occurring when the person returns, reflects on it in some way for a repeated engagement, or shares it with another.

This model has been used in analysing audience experiences of interactive art, and to guide creation of works that attract people to them, keep their attention and promote returning or sharing the work with others. Critically, this model of deep public engagement uses a human-centred lens, which is solely focused on the depth and breadth of the audience experience, as opposed to focusing on the levels of success of the system architecture [20]. As such, considering the confronting and critical realities that this artwork encompasses, the objectives of this interaction are to deeply engage the audience, sustain their attention over time, and offer an experience that continues the connections created beyond the time of interaction.

We have drawn on this model to review existing, interactive work in aged care. The 'Woven Narratives' project is a participatory artwork that facilitates active community engagement in the aged care system. Their approach uses the participatory art of weaving to spark conversations and stories among the members of the aged care community. In drawing on the Creative engagement model, the ability to

participate in weaving acts as an 'attractor' to engage the older adults, drawing them into the work. This is then followed by the creative process of weaving, sustaining their interest.

The Creative Engagement model can be used to inform the interaction design of a work to give older adults a voice, help to spread the word about the problems in aged care and get these more known to the broader society. Interaction design using extended reality offers more creative opportunities for this engagement, for amplifying the voices of the residents living in the current Australian aged care system in new ways.

Creating Conversations – An AR Artwork

Figure 1: AR Artwork Still

The Creating Conversations AR artwork (Figure 1) comprises visual imagery and text informed by a curated set of submissions to the RCAC. The images are collaged to create an aesthetic and atmospheric experience in AR software Adobe Aero and runs on consumer-based smartphones and tablets. The imagery occupies a real-world space of 2m x 2m, to be overlaid on the physical world in a life-sized representation and viewed through the participants smart device. This size is needed to experience the different angles and explore the layers of imagery. Design with this technology takes a visual approach to complex data, transforming and making it interactive and easier to understand.

Figure 2: Participant interacting with AR poster.

A participant will activate the artwork by first viewing a design poster (Figure 2), depicting the artwork as well as explaining what is required to experience it. As detailed there, they begin by identifying a clear 2m space for interacting with the virtual world, followed by scanning a QR code embedded in the poster with their smart device and then moving around to explore it. Also identified within these instructions is the existence of a letter, written by a resident, hidden within the work.

The QR code redirects the participants to a website and app, launching the AR application within the centre of their identified 2m x 2m space. The life-size visual imagery is located on a depth axis (Figure 1), in front of the participant for easier movement and a more flowing participant experience. Interaction is by walking through the virtual layers in real time and experiencing them at a life-sized scale, in real, physical embodied space.
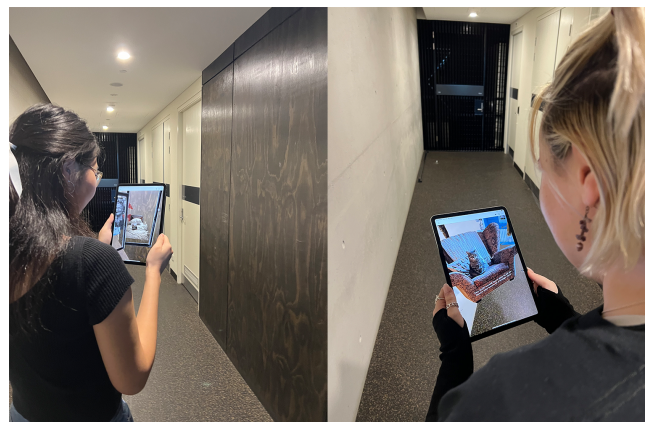

Figure 3: Participants interacting with artwork on a tablet.

Visual Aesthetics

The work has been created to follow a vintage domestic interior, resembling what one might find in the home of an older Australian adult. This is with the explicit intention of immersing the audience, and to afford a personal and, by

extension, relatable experience. Familiar domestic elements like cozy furnishings, cherished memorabilia, and warm, muted colour schemes reminiscent of home environments were meticulously incorporated. The approach seeks to bridge the gap between the artistic creation and the lived experiences of the elderly; evoke a sense of nostalgia and comfort and potentially allows viewers from older individuals through to their family members to see their own lives reflections in the work.

By emulating the atmosphere of a home, the first author and artist aspired to create a connection that transcends the visual, enabling the audience to emotionally engage with the artwork on a more intimate level, and fostering a deeper understanding and appreciation of the unique stories and journeys that define the lives of older Australians. Through this immersive design strategy, the work aims to invite viewers to step into their shoes, facilitating empathy and a richer appreciation of their everyday lives whilst living in a flawed system with systemic issues.

Collage

In creating the artwork, the visual imagery further followed the aesthetic of collage – with its juxtaposition of differently scaled, coloured elements into an aesthetic whole. This worked well to embody the different voices and perspectives that have informed the work through the RCAC submissions. It also works well to construct a virtual environment that authentically reflects the memorabilia of an individual life – as it might be of an individual within the aged care system.

The collage is a compilation of carefully selected and created images. It functions as a dynamic narrative to capture the essence of everyday moments, personal artifacts, and the distinct textures of an elderly person's life, juxtaposed in different ways as the participant moves through the space. The artwork aims to encapsulate the rich tapestry of experiences, memories, and emotions that define a lifetime by artfully layering photographs, textures, and illustrations.

A collage is more than a simple snapshot of the present or future, weaving its own visual story, blending different meanings and realities [21]. It layers different meanings and realism to form a contextual atmosphere. Adding visual metaphors and embodied forms to an anchored written language throughout the artwork creates a complete concept and adds room for personal perception and representation by exploring the different imagery.

The collage aesthetic, while evoking a sense of personal memorabilia, also embodies visual representations from selected RCAC submissions. Individual accounts of abuse, and neglect, and the systemic issues, are also interpreted and represented through this digital, AR collage.

'Faded' – Previous artwork

In early visual explorations of the aged care subject matter and digital imagery, a motion design artwork of elderly people, 'Faded' was created [22] (Figure 4). This is an image of an elderly couple and draws on stories of losing a partner, or a loved one in the system. It is intended to depict the feeling of loss and grief with the use of lowered opacity to suggest one's loved one 'fading' away. This motion design artwork uses AR to showcase a smooth transition of the elder woman disappearing from the photo. This image, when scanned, plays as a video, and slowly shows this visual metaphor of loss. This and similar visual sketches went on to inform the final AR work 'Creating Conversations.'

Figure 4: Still from the artwork 'Faded.'

Imagery with Textual Anchorage

Visual and textual elements are combined in the work, juxtaposed to provide new meanings. Quotes extracted from submissions to the Royal Commission, when overlaid on the evocative and ambiguous imagery created here, work to anchor its meaning. Following the theory of semiotics, the text works to focus and limit the number of possible interpretations of the imagery, guiding the viewers understanding and constraining meaning [23]. Conversely, in some cases, the large size and contrasting colours of the images act as "attractors," while the juxtaposed quotes prompt new considerations and understandings, working to "sustain" interest. The understanding of the text anchorage to the imagery and its perception further serves as a "relator" in the Creative Model of Engagement.

Subject Matter

Imagery and text extracted from Creating Conversations is discussed below. The direct quotes are from the submissions to the Royal Commission and evidence the struggles of the residents and family members in the Australian aged care system. As shown, these textual elements are positioned alongside evocative images to provoke and prompt reflection. While the AR imagery and collage can attract an audience in the first instance, navigating the work to juxtapose textual excerpts from people's letters about their experience, sustains their interest. In this way the work attracts the audiences to the issues, while making the unspoken truth more explicit in an authentic experience that can prompt reflection and relation to this complex and challenging social crisis.

Hospital Bed

One submission draws attention to the lack of personal care in a bedbound patient. Clifford and Donna Eastley

(reference number AWF.001.00063) describe the experience of care administered to their father [24]. In a detailed submission to the Royal Commission, they describe his final years, relaying how residents were provided with just a bowl and washer for personal hygiene, and how their father would often inadvertently spill the water on his bed. They go on to describe how *'the wet bed from him spilling the water was never changed'*. Their words are included in the work, layered into the imagery of a hospital bed (Figure 5). Personal statements like these provide insight into the real predicaments and systemic failures experienced by real people, potentially enabling viewers to empathise with those people. This is showcased in Figure 3 which is a direct screenshot from the artwork prototype.

Figure 5: Hospital bed imagery extracted from the artwork.

Butterfly Wings

Another, anonymous submission from a resident's family member also raised critical issues, ranging from staffing levels through to neglect, nutrition, boredom, personal care, and overall health in the care system (AWF.001.00081). Focussing on 'restraints' within a dedicated paragraph, the concerned individual highlights a distressing practice wherein residents deemed at high risk of falling are subjected to prolonged periods of physical restraint. Notably, in the absence of family support, these restraints extend throughout the evenings, afternoons, and nights. The anonymous submitter vehemently denounces this approach as inhumane, contending that the constant struggle against the restraints rendered their father akin to a 'caged animal' [25]. The butterfly wings in this imagery (Figure 6) represent more than physical flight; they also symbolise an inner sense of freedom, courage, and resilience that the residents faced during their time in the system.

In the same submission, the resident was diagnosed with dementia, of which the staff were unaware. In reference to the resident's fading memories and cognitive, lower opacity

has also been used. This draws on the earlier work 'Faded' (Figure 4) and symbolic use of opacity developed there. The representation is also consistent with the collage aesthetic and can further be interpreted as loss, grief, or the passing of a loved one.

Figure 6: Butterfly Wing and a couple imagery extracted from the artwork.

Vintage Portrait

The issue of inadequate and unsafe care, encompassing various instances of mistreatment, abuse, and systematic deficiencies has been raised in many other submissions. One such account details abusive behaviours ranging from the neglect of residents' basic oral hygiene, serving their meals cold, sexual abuse that is perpetrated by fellow residents, and a lack of inclusion in social engagements [26]. Within the AR artwork, a black-and-white photograph of an older woman is layered with red brush marks and haunting words from the submission: "*no one speaks to her. She is not included in activities. She is schizophrenic and disabled*" (Figure 7). While the words speak to the harsh reality of a lonely experience, the imagery seeks to evoke the potential for violence and abuse without overtly triggering a visceral audience response that might inadvertently distress and thereby disengage a general audience.

Figure 7: Portrait of resident extracted from artwork.

Figure 8: Flower Imagery extracted from artwork.

Flowers

Another submission by a family member detail incidents of extreme neglect and resultant injury experienced by their mother during care (AWF.001.00337) [27]. Among their concerns is the statement that 'I no longer take flowers, real or fake, presents or nice things as they are stolen' While comparatively minor, it is nevertheless highly significant, capturing the detachment between the residents, the formal carers, and the other residents in the facility.

The artwork embeds flowers (figure 8) in multiple layers to directly represent them here, with the layering of words to emphasise their presence. The flowers not only refer to this person's experience, they also symbolise beauty and fragility that relate to the lives of the residents in the aged care system. They have been used throughout the artwork as it can be a subject of interpretation by the audience and as an aesthetic choice.

Letter

Another visual and interactive element is an envelope with letter inside (Figure 9 & Figure 10). This relatively small (life-sized) virtual object is hidden between the layers of imagery. When the participant moves close to the object, the letter image is launched to facilitate their reading. An actual letter written by a resident of the aged care system, submitted to the Royal Commission (AWF.500.00249.0002), it is also shown in Figure 6. The letter tells her story as an older woman in care, being dehumanised and infantilised by the workers - a common experience in the aged care system. Exploring the work to find this letter adds a level of play to this serious topic, while further sustaining audience interest.
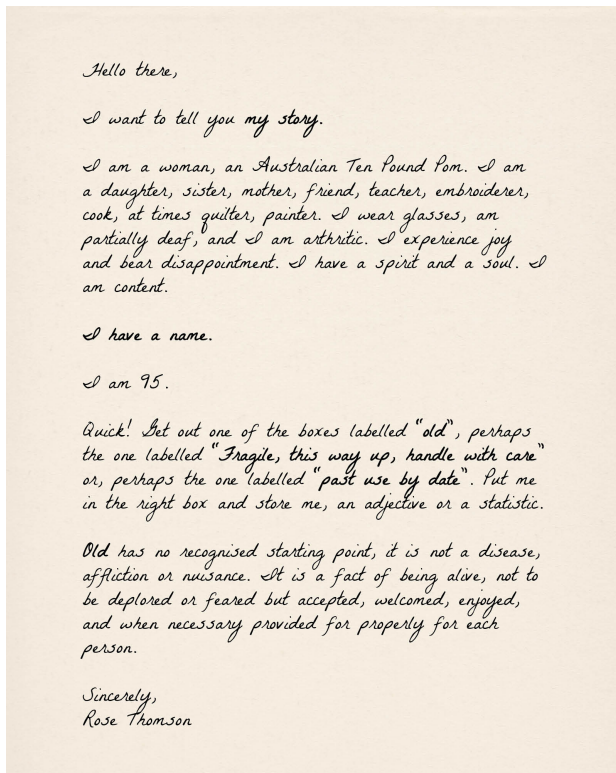

Figure 9: Envelope in the artwork.

Hello there,

I want to tell you my *story*.

I am a woman, an Australian Ten Pound Pom. I am a daughter, sister, mother, friend, teacher, embroiderer, cook, at times quilter, painter. I wear glasses, am partially deaf, and I am arthritic. I experience joy and bear disappointment. I have a spirit and a soul. I am content.

I have a name.

I am 95.

Quick! Get out one of the boxes labelled "old", perhaps the one labelled "Fragile, this way up, handle with care" or, perhaps the one labelled "past use by date". Put me in the right box and store me, an adjective or a statistic.

Old has no recognised starting point, it is not a disease, affliction or nuisance. It is a fact of being alive, not to be deplored or feared but accepted, welcomed, enjoyed, and when necessary provided for properly for each person.

Sincerely,
Rose Thomson

Figure 10: Hidden letter in the artwork.

Conclusions

To conclude, this artwork delves into a new AR outcome to help reiterate government findings in a way that is easy to comprehend by the public. It looks at using the experiences of the residents in the aged care system, their family members and carers that are not spoken about and amplifying these voices for a chance to change the flawed system. Through a creative exploration of AR and collage media, a deep personal reading and interpretation of RCAC submissions and the meticulous creation of layered imagery alongside text excerpts, the artist has aimed to provide a physical, life-sized experience of some of the critical concerns surrounding aged care in Australia today.

Key contributions This paper introduces novel insights into the use of AR in making government reports easier to understand. It also investigates the use of collage, as an art medium, to visually describe complex data that further helps the people in the Australian aged care system, whose stories and experiences have been neglected and forgotten, and gives a voice to the unheard. 'Creating Conversations' serves as a poetic interpretation to understand the flaws in the system, exploring the experiences of the residents to evoke emotions in the participants.

Acknowledgments

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