

DR DIEGO MUÑOZ

(+61) 422 879 050 ♦ dmunozs86@gmail.com

Lecturer in Communication Design, Swinburne University of Technology

I am an academic keen to contribute to the University with my knowledge on Human-Computer Interaction, User Experience Design and Software Engineering. I aim to combine my science and design skills to provide perspectives that ensure ethical, responsible and high-quality research standards. I have a growing research portfolio with 25 publications (h-index 12) and ongoing submissions and grant applications under review. I can contribute to teaching innovation that provides holistic perspectives on technology design. I am very committed to research that produces societal impact.

QUALIFICATIONS

PhD in Human-Computer Interaction, granted March 2021. Queensland University of Technology.
M.Sc in Computer Science. 2013-2015. Universidad de Chile, Santiago, Chile.
B.Sc in Computer Science. 2007-2013. Universidad de Chile, Santiago, Chile.
Computer Engineering. 2007-2013. Universidad de Chile, Santiago, Chile.
Graduate Certificate in Learning and Teaching (Higher Education). 2023-2024. Swinburne University of Technology.

KEY COMPETENCIES

Actively innovating in research — constantly seeking for collaborations and building new ideas. Built a Custom GPT chatbot for Master's students to learn about co-design facilitation. Facilitated an OzCHI workshop on using AI tools in co-design for healthcare. Exploring technology ideas and prototypes for residential aged care. Conducting research in an ARIIA-funded project with older adults from CALD communities in home care.

Experienced in qualitative research to understand the needs of users — worked in research with multiple generations in family relationships. Designed and conducted research for designing technologies with older adults, refugee families and with parents and their adult children. Created and conducted innovative co-design methods for families, and conducted interactive workshops with parents and adult children. Published Q1 and Q2 journal articles, and A* papers in international conferences.

Teaching and supervising skills — successfully taught a range of units that involve human-centred design, experience design, user interface design and participatory design, with high student survey results across all units (average 9.0/10). Designed and lectured innovative curriculum design for units related to Interaction, Experience and Service Design. Supervising three PhD students, and one PhD completion. Awarded Associate Fellowship of the Higher Education Academy. Awarded a Graduate Certificate in Learning and Teaching.

Leadership skills — successfully managed an ARC Discovery Project as the lead researcher. Liaised with multiple stakeholders in residential care to motivate participation and future funding opportunities. Collaborated in the organisation of multiple international conferences including CHI and OzCHI. Led the ACM SIGCHI Melbourne chapter for two years.

Interdisciplinary engagement — successfully managed the relationships between researchers from different university schools (Health and Electrical Engineering and Computer Science) and external stakeholders, including the Queensland Police Department and Residential Care Management. Actively looking for opportunities to develop collaborations and innovative research projects. Currently applying for ARC LP and DP schemes in collaboration with industry partners.

PhD SUPERVISION

Completed

- Dr Lan An - Enabling older adults' confidence in technology use in residential care settings. Completed 7 July 2025.

Co-supervising

- Co-designing digital journaling interventions for people with dementia - Student has passed CoC
- Enhancing Lifelong Learning and Social Interaction in Residential Aged Care through Robotic STEM Technologies - Student has passed CoC
- Exploring Interactive Design of Social Robotics and Co-creative Painting for Enhancing Psychological Well-being in Elderly Individuals with Dementia - Student has passed CoC

RESEARCH EXPERIENCE

Lecturer - Swinburne University of Technology

June 2024 - ongoing

- Leading research initiatives in Human-Computer Interaction and User Experience Design, focusing on technology design for aged care and inclusive communities.
- Co-author on ARC LP and DP grants (under review) in collaboration with industry partners.
- Supervising four PhD students (one completion) and supporting research outputs.
- Driving interdisciplinary research collaborations across design, health, and engineering disciplines.
- Publishing in high-impact journals and conferences and maintaining an active list of submissions.
- Co-author of an ARIIA grant application for investigating AI-powered technologies in home care. Granted \$199,000.
- Conducting research using co-design in residential care, home care and CALD communities.

Research Fellow - Swinburne University of Technology

August 2020 - June 2024

ARC DP230100796 - Co-designing and co-evaluating technology experiences in residential care, Centre for Design Innovation, School of Design, Swinburne University of Technology.

- Led research activities on a day-to-day basis of ARC DP project with an aged care provider.
- Managed communication and relationship with stakeholders and partners.
- Informally contributed to the writing of the application

ARC DP200102955 - Maturing design-led innovation processes with motivational models, Centre for Design Innovation, School of Design, Swinburne University of Technology.

- Led research activities on a day-to-day basis of ARC DP project with an aged care provider.
- First author of a TOCHI article and a CHI paper from the research conducted with this group.
- Wrote approved ethics application for the project.

Research Assistant - QUT

March 2019 - August 2020

Influence of Social Media in the relationship between refugee parents and their children living in Australia, School of Public Health and Social Work, QUT.

- Joint author of Kickstart research funding grant, \$12,600.
- Joint author of ethics application for QUT's University Human Research Ethics Committee. Approved.
- Designed and conducted individual and joint interviews with refugee parents and their children.
- Co-author of a Q1 journal article.

Technologies for Disaster Victim Identification, School of Electrical Engineering and Computer Science, QUT.

- Joint author of approved ethics applications for QUT's University Human Research Ethics Committee and for the Department of Defence HREC.
- Conducted interviews, analysed data and wrote a publication. Participants were from the Australian Federal Police, Australian Defence Force, and other stakeholders.
- Co-author of a Q1 journal article.

TEACHING EXPERIENCE

Lecturer, Communication Design, Swinburne

- For 2027 S1 - DDD30051 *Wearable Technology Design Studio*. Designing unit structure and content.
- For 2026 S2 - DDD70020 *UX and Interaction Design*. Designing unit structure and content, liaising with potential industry partners, and potentially delivering the class.
- For 2026 S2 - DDD20039 *Emerging Technologies in Fashion and Textiles*. Designing unit structure and content.
- 2025 S2 - DDD20016 *Experience Design and Usability for the Web*. Teaching.
- 2025 S2 - DDD20007 *Design Systems and Services*. Designing unit content.
- 2025 S1 and S2 - DCO20004 *User Interface Design*. Teaching and assessment.
- 2024 S2 - DDD30045 *UX Capstone*. Teaching, assessment, and generating content.
- 2024 S2 - DDD70019 *Inclusive and Participatory Design*. Teaching, assessment, and generating content.

Associate Lecturer

- 2020 S1 - CAB310 *Interaction and Experience Design*. QUT.
Designing assessments and conducting lectorials with a group of ~40 undergraduate students. Assessing students on fieldwork, technology design and evaluation.

Tutoring and Mentoring

- 2021 S1 - DDD70019 *Inclusive and Participatory Design*. SUT.
- 2018 S2 - CAB210 *People Context and Technology*. QUT.
- 2018 S1 - IAB260 *Social Technologies*. QUT.
- 2017 S1 & S2 - IFB102 *Computer Technology Fundamentals*. QUT.
- 2015 S1 - CC5401 *Software Engineering II*. Universidad de Chile

Guest Lecturer

- 2023-2025 - PUN107 *Foundations of Digital Health*. QUT.
- 2018-2019 - CAB210 *People Context and Technology*. QUT.

SKILLS DEVELOPMENT AND CERTIFICATIONS

- Dementia Training Australia - Creating Supportive Environments for People Living with Dementia. 2025.
- Universal Design for Learning in Tertiary Education. Disability Awareness. November 2023.
- Applied Mental Health Advocate (AMHA). September 2021.
- Teaching Advantage Program. June 2019. In this program, I was awarded an Associate Fellowship of the Higher Education Academy (HEA).
- LinkedIn Learning - Skills for Inclusive Conversations. 2021.

SERVICE

Leadership and Engagement

- Special Interest Group in Computer-Human Interaction local chapter (SIGCHI Melbourne) Chair, 2024-2025.
- SIGCHI Melbourne Vice-Chair, 2023 - Chair, 2024-2025.
- Academic Integrity Officer of the School of Design and Architecture, Swinburne University, 2025-ongoing.
- Swinburne Human Ethics Sub-Committees (SHESC) member, Swinburne University, 2025-ongoing.
- Swinburne HCI Reading Group Organiser, May 2021 - 2024.
- QUT HCI Reading Group Organiser, 2019 - 2020.

Peer Reviewing

- Journals: Scientific Reports, CSCW, Frontiers in Psychology, Frontiers in Computer Science, TOCHI, CoDesign, Universal Access in the Information Society.
- Conferences: CHI, DIS, MobileHCI, OzCHI, NordiCHI, GROUP
- Program Committee Member: ASSETS 2026.
- Associate Editor: MobileHCI (published in PACM-HCI)

Conference Organisation

- Publications Chair: CHI 2021-2023, OzCHI 2020
- Late-Breaking Works Chair: OzCHI 2024, OzCHI 2021
- Associate Chair: DIS 2023

SELECTED FELLOWSHIPS AND AWARDS

- Vice-Chancellor's Engaged Award 2025 - Swinburne University of Technology: Master of Design - Participatory Design: A decade of industry engagement.
- Associate Fellow of the Higher Education Academy (HEA), Fellowship reference number PR172035.
- ACM CHI 2021 Honorable Mention Award
- OzCHI 2020 Best Reviewer Award.
- ACM CHI 2021: 1 Special Recognition for Outstanding Review.
- CSCW 2021 October 2020 Submissions: 1 Special Recognition for Outstanding Review.

GRANTS

“Empowering CALD Home Care with AI: Minimising Paperwork, Maximising Workforce Capacity”. Magdalena Biadala-Sahingoez, Vesna Trampevska-Talevska, Medha Gunawardana, Deborah D’Costa, Umangi Bhavsar, Sonja Pedell & **Diego Muñoz**. ARIIA Accelerator Grant. 2025. \$199,000.

“Impact of social technologies on refugees’ parent-child relationships”. Amina Tariq, Ignacio Correa-Velez, Margaret Kettle, Shane Black, Shanchita Khan & **Diego Muñoz**. Funded by the School of Public Health and Social Work, Kickstart Research Funding 2019, granted July 2019, QUT. \$12,600

“Co-designing technology-enriched interactive garden spaces in residential care”. **Diego Muñoz**. School of Design and Architecture Seed Funding Scheme. 2023. \$2,500.

ARC DP230100796 - “Co-designing and co-evaluating technology experiences in residential care”. Prof Sonja Pedell & Prof. Leon Sterling. \$493,453.00. I significantly contributed to this grant’s writing, allowing the team to extend my Research Fellow contract.

ARC LP220100419 - “Codesigning processes to improve technology service provision for aged care”. Prof Sonja Pedell & Prof. Leon Sterling. \$178,652.00. I significantly contributed to this grant’s writing.

PUBLICATIONS

I have published 25 peer-reviewed publications, including eight journal articles, fifteen conference papers/book chapters and two conference proceedings (h-index 12, 415 citations), with Q1 journals and A* conferences such as ACM TOCHI and CHI. The sections below detail the publications by type. It concludes with a list of submitted articles under review.

JOURNAL ARTICLES

[Q1] **Muñoz, D.**, Wilding, E., Rogers, Y., De Kruiff, A., Pedell, S., Paay, J., Davis, H., An, L., and Sterling, L. (2026). Robotic Pet or Soft Toy? A Diary Study of Living with MetaCat in the Home. *ACM Transactions on Human-Robot Interaction*. ACM.

[Q1] **Muñoz, D.**, Pedell, S., An, L., and Sterling, L. (2026). Understanding the role of technology to support life transitions in residential aged care settings. *Journal of Aging Studies*. Springer Nature.

[Q1] Chen, M., Pedell, S., **Muñoz, D.**, and Basic, M. (2026). Technology interventions and well-being enhancement in residential aged care: a scoping review. *Technologies*. MDPI.

[Q1] Zeivots, S., Casey, A., Winchester, T., Webster, J., Wang, X., Tan, L., Smeenk, W., Schulte, F. P., Scholkmann, A., Paulovich, B., **Muñoz, D.**, et al. (2025). Reshaping Higher Education Designs and Futures: Postdigital Co-design with Generative Artificial Intelligence. *Postdigital Science and Education*.

[Q1] **Muñoz, D.**, Pedell, S., Sterling, L. (2022). Evaluating Engagement in Technology-Supported Social Interaction by People Living with Dementia in Residential Care. *ACM Transactions on Computer-Human Interaction*.

[Q1] Lovell, D., Vella, K., **Muñoz, D.**, McKague, M., Brereton, M., Ellis, P. (2022). Exploring technologies to better link physical evidence and digital information for disaster victim identification. *Forensic Sciences Research*.

[Q1] Tariq, A., **Muñoz Sáez, D.**, Khan, S. R. (2022). Social media use and family connectedness: A systematic review of quantitative literature. *New Media & Society*.

[Q1] Gutierrez, F. J., **Muñoz, D.**, Ochoa, S. F., Tapia, J. M. (2019). Assembling mass-market technology for the sake of wellbeing: a case study on the adoption of ambient intelligent systems by older adults living at home. *Journal of Ambient Intelligence and Humanized Computing*.

[Q1] **Muñoz, D.**, Cornejo, R., Gutierrez, F., Favela, J., Ochoa, S.F., Tentori, M. (2015). A Social Cloud-based Tool to Deal with Time and Media Mismatch of Intergenerational Family Communication. *Future Generation Computer Systems*.

[Q3] **Muñoz, D.**, Gutierrez, F.J., Ochoa, S.F., Baloian, N. (2015). SocialConnector: A Ubiquitous System to Ease the Social Interaction Among Family Community Members. *Computer Systems Science & Engineering*.

PEER-REVIEWED CONFERENCE PAPERS AND BOOK CHAPTERS

[CORE2023 Australasian B Conference] He, H., **Muñoz, D.**, An, L., Pedell, S. (2025). Opportunities for Technology to Support Facilitation of Group Exercise in Aged Care: An Ethnographic Study. *Proceedings of the 37th Australian Conference on Human-Computer Interaction*. ACM.

[CORE2023 Australasian B Conference] Rahman, J., Davis, H., Pedell, S., **Muñoz, D.**, Priday, G., Jain, S. (2025). AI-Driven Co-Design in Health and Care: Exploring Challenges, Opportunities, and Innovations. *Proceedings of the 37th Australian Conference on Human-Computer Interaction*. ACM.

[Book Chapter] Pedell, S., Sterling, L., Aimers, N., **Muñoz, D.** (2023). A Co-design Approach for Developing and Implementing Smart Health Technologies and Services. In *Advances in Smart Health-*

care Paradigms and Applications: Outstanding Women in Healthcare—Volume 1. Springer Nature Switzerland.

[CORE2023 A* Conference] An, L., Huwald, C., **Muñoz, D.**, Pedell, S., & Sterling, L. (2023). Weisst Du wieviel Sternlein stehen? – Building older adults’ confidence in technology use through co-designing digital storytelling. Proceedings of the 2023 CHI Conference on Human Factors in Computing Systems. ACM.

[CORE2023 Australasian B Conference] An, L., **Muñoz, D.**, Pedell, S., & Sterling, L. (2022). Understanding Confidence of Older Adults for Embracing Mobile Technologies. Proceedings of the 34th Australian Conference on Human-Computer Interaction. ACM.

[CORE2018 B Conference] Wilson, C., **Muñoz, D.**, Ambe, A., Vines, J., Pedell, S., Brereton, M., Pschetz, L. (2022). Co-Creating Futures of Care with Older Adults. Proceedings of the Participatory Design Conference 2022 - Volume 2. ACM.

[Book Chapter] Pedell, S., Constantin, K., **Muñoz, D.**, Sterling, L. (2022). Designing Meaningful, Beneficial and Positive Human Robot Interactions with Older Adults for Increased Wellbeing During Care Activities. In Handbook of Artificial Intelligence in Healthcare: Vol 2: Practicalities and Prospects. Springer International Publishing.

De Costa, M., Anam, N., Shi, J., **Muñoz, D.**, Pedell, S. (2022). Walking in my shoes: Creating a toolkit for codesigning a shared vision for city development. Proceedings of DRS2022 International Conference. Design Research Society.

[CORE2023 A* Conference] **Muñoz, D.**, Favilla, S., Pedell, S., Beh, J., Murphy, A. (2021). Evaluating an App to Promote a Better Visit Through Shared Activities for People Living with Dementia and their Families. Proceedings of the 2021 CHI Conference on Human Factors in Computing Systems. ACM.

[CORE2023 A* Conference] Ploderer, B., Taylor, J., **Muñoz, D.**, Bircanin, F., Brereton, M. (2021). Diagramming Working Field Theories for Design in the HCI Classroom. In Proceedings of the 2021 CHI Conference on Human Factors in Computing Systems (CHI ’21). ACM. *Honorable Mention Award*.

[CORE2023 A* Conference] **Muñoz, D.**, Ploderer, B., Brereton, M. (2019). Position Exchange Workshops: A Method to Design for Each Other in Families. Proceedings of the 2019 CHI Conference on Human Factors in Computing Systems. ACM.

[CORE2023 Australasian B Conference] **Muñoz, D.**, Ploderer, B., Brereton, M. (2018). Towards Design for Renegotiating the Parent-Adult Child Relationship after Children Leave Home. Proceedings of the Australian Computer-Human Interaction Conference. ACM.

[Book Chapter] **Muñoz, D.**, Gutierrez, F.J. and Ochoa, S.F. (2015). Introducing Ambient Assisted Living Technology at the Home of the Elderly: Challenges and Lessons Learned. Ambient Assisted Living. In ICT-based Solutions in Real Life Situations. Springer International Publishing.

Muñoz, D., Gutierrez, F.J., Ochoa, S.F. and Baloian, N. (2013). Enhancing Social Interaction Between Older Adults and Their Families. Proc. of the 5th International Work-conference on Ambient Assisted Living (IWAAL’13). Springer International Publishing.

Muñoz, D., Cornejo, R., Ochoa, S.F., Favela, J., Gutierrez, F.J. and Tentori, M. (2013). Aligning intergenerational communication patterns and rhythms in the age of social media. Proceedings of ChileCHI’13. ACM.

CONFERENCE PROCEEDINGS

Viller, S., Paay, J., Fredericks, J., Turner, J., Vickery, N., Wadley, G., **Muñoz, D.**, Capel, T., Atiq, A., Davis, H., Bodén, M., Hardman, J. and Ploderer, B. (2024) OzCHI ’24: Proceedings of the 36th Australasian Conference on Human-Computer Interaction. Brisbane, Australia. ACM.

Buchanan, G., Davis, H., Al Mahmud, A., Sarsenbayeva, Z., Soro, A., **Muñoz, D.**, Potter, L. E., Taylor, J. L. and Tsimeris, J. (2021). OzCHI '21: Proceedings of the 33rd Australian Conference on Human-Computer Interaction. Melbourne, Australia. ACM.

SUBMISSIONS IN PROGRESS

[Book chapter] Navigating Complexity: Implementing an AI-enabled Translation App for CALD In-Home Care Services. In *Innovation in Medicine and Healthcare*. Springer. In press.

[Q1] Preparing for Co-Design Facilitation with a Custom GPT: Opportunities and Constraints in Design Education. *She-Ji*. Elsevier. Accepted.

[OzCHI] From Co-Exploration to Selective Appropriation: How Older Adults Make Sense of Digital and AI-Supported Tools in an Ongoing Creative Activity. Long paper. Accepted.

[OzCHI] AI in the Room: Lessons from Generative AI-Driven Co-Design in Health and Care. Long paper. Accepted.

[Q1] Co-creating Personas with Older Adults Using Generative AI to Design a Shared Outdoor Area. *International Journal of Design Creativity and Innovation*. Taylor & Francis. Major revisions.

[Q2] Introducing Technology to Older Adults: Distribution of Agency, Power and Decision Control. *Universal Access in the Information Society*. Springer Nature. Major Revisions.

[Q1] A Framework for Understanding how Older Adults Build Confidence in Technology Use. *Human Behavior and Emerging Technologies*. Wiley. Under review.

[Q1] Technology-mediated language translation for older adults: A scoping review. *International Journal of Human-Computer Interaction*. Taylor & Francis.

[Grant] ARC DP27. Maintaining older adults' agency and identity with technology in aged care. \$791,022. Under review (second round, rejoinder).

[Grant] AHURI grant. Understanding emerging digital technologies in social housing: opportunities, risks, governance and practice implications. \$183,821. Under review.

[Grant] AU-DAAD grant scheme. GenAI-Based Health Information in Later Life: Comparative Requirements and Design Principles for Trustworthy Interaction. \$15,000. Under review.

REFEREES

Professor Jeni Paay - Professor, Interaction Design, Swinburne University of Technology - jpaay@swin.edu.au

Professor Margot Brereton - Professor, Engineering and Interaction Design, Queensland University of Technology - m.brereton@qut.edu.au