

## Future of Services

*For remote Australia, the future of Service Delivery epitomises the promise of digital technology for increasing opportunities and access, enhancing people's wellbeing and strengthening social and economic participation. In a time characterised by approaches to co-creation, new service models and on-demand delivery, what works and where are the opportunities?*



**David Murtagh - Stream Moderator**  
eHealth ICT Manager | AMSANT

David leads the AMSANT eHealth team's technical arm. He takes responsibility for the AMSNet initiative and networking issues. David uses his extensive experience in the ICT industry to support services to implement new ICT systems.

David's objectives are to provide simple to understand interpretations of complex information systems and architectures. He assists organisations with strategies to manage these environments within the context of standards based frameworks like ITIL, ISO and RACGP ICT management best practice guidelines.

## Future of Services - Interactive Panel Session

### TeleHealth - access and use in Northern Australia

*Adopting telehealth enabled models of care are often associated with a number of benefits, including improved access to effective, timely and sustainable health services. These benefits are appealing in a decentralised environment that is challenged by a growing prevalence of chronic disease and demand for healthcare. How are we going about realising the benefits and delivering equitable access to care in rural and remote Australia?*



**Andrew Bryett**  
Queensland Department of Health

Andrew has over 25 years' experience in the healthcare sector, during this time he has fulfilled clinical and managerial roles in acute hospital settings in Australia and internationally. Andrew has also worked in the areas of health informatics, clinical service redesign and knowledge support. Currently he is a Director in The Healthcare Improvement Unit and has responsibility for the statewide telehealth program, Clinical Networks and Clinical Senate.



**Marianne St Clair**  
CDU | CDU Research Officer and Curtin PhD Candidate  
(Indigenous Economic Development and Collaboration)

A significant effort has been made to increase the availability of Telehealth services in Australia over the past several years. B4BA is keen to evaluate and measure the impact of this investment. A national survey was implemented to capture people's access to and experience of Telehealth and video conferencing across Australia. The results of this survey will be presented with recommendations for future implementation strategies and research.

**Julie Sturgess and Jon Vo-Phuos**  
Telstra Health

**Stuart Arbon and Michelle McGuirk**  
NT DoH