

# The availability, quality and reliability of internet and telehealth services in Australia – B4BA National Survey

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Broadband for the Bush  
Forum VII

## **National Survey:**

Qualitative and quantitative data and analysis on consumers' experiences and expectations of internet and telecommunications in rural, regional and remote areas.

# **Broadband for the Bush Alliance (B4BA)**

Alliance of organisations seeking to advance the digital capacity and capability of remote Australians.

Each year:

Indigenous Focus Day

Annual Forum

Forum IV – Darwin 2015

Forum V – Brisbane 2016

Forum VI – Fremantle 2017

Forum VII – Darwin 2018

Telehealth workshops held:  
2015, 2016, 2017, 2018.



# Forum VI – Fremantle 2017

## Telehealth workshop was - Q&A session

Chair: Tim Kelsey, CEO, ADHA

- Melissa Veron, WA Country Health Service
- Lucy Falcocchio, Kimberly Aboriginal Medical Service
- Yogi Kanagasingam, CSIRO
- Beth Sperring, DoH, WA



# Forum VII – Darwin 2018

## Telehealth workshop - Q&A session

Chair: Cathy Robinson, Principal Research Scientist, CSIRO

- Malcolm Johnston-Leek, Medical Director, St John Ambulance
- Simon Quilty, General & Acute Care Physician, Katherine Hospital
- John Kelly, GP & Physican, Laynhapuy Health Service (Sydney)
- Jeff Cook, Clinic Manager, Laynhapuy Health Service
- David Murtagh, Researcher, Northern Institute

Tiani Cook, Supplejack Station

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## Forum VI & VII

- Targeted remote telecommunications Strategy
- Unmetered access to on-line government services
- Increase Medicare item nos for telehealth including GP and allied health
- % PATS savings returned to Community Health Clinic to support telehealth



Need baseline data on telecoms & telehealth.

First application 2016 – focused on telehealth primarily.

2017 - ACCAN Grant



Total # : 28 questions

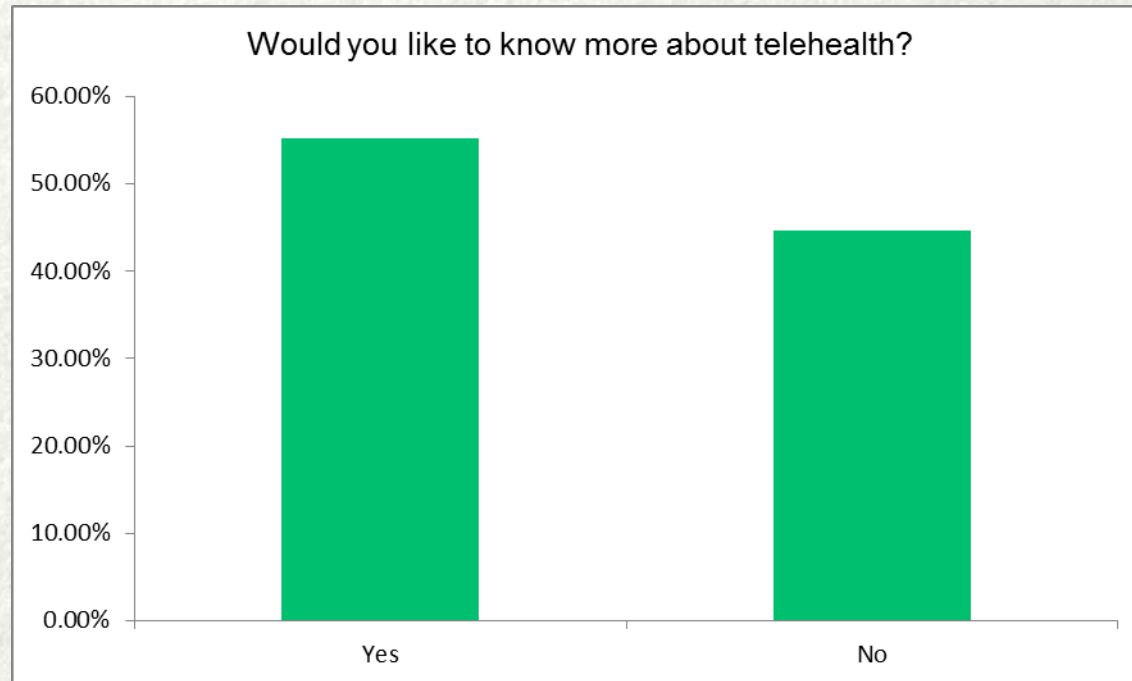
Telehealth: 10 questions

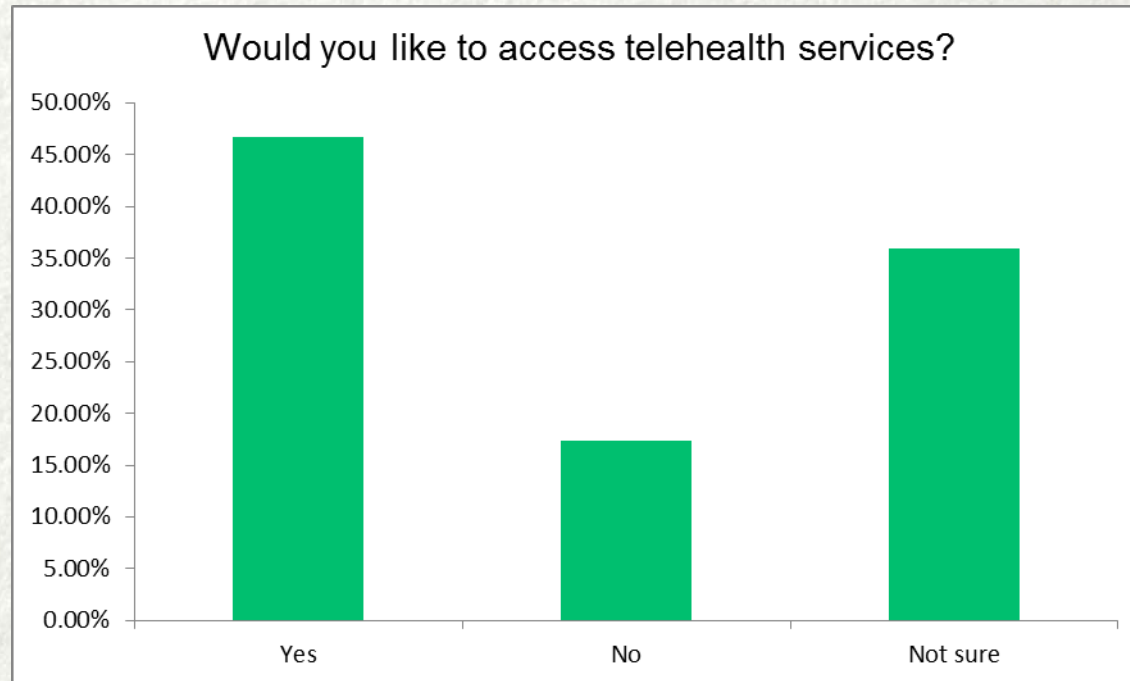
Initial analysis: n = 100

81% - Telehealth should be avail

97% - Telehealth should be billable to  
Medicare







Some comments regarding telehealth:

- Would be of inestimable help, would save lives, would prevent further health issues.
- Our nearest town is serviced by five full time doctors, despite being a very small town. Our hospital has 24 hour emergency where they call in the doctors if required, and the hospital still does day surgery and maternity- one of the few in our region. Wait time for doctors is generally less than a week for non urgent cases. Most specialists in major centre 100km away.
- Does it beat actually seeing a GP face-to-face?
- I prefer to see a medico in person.

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A photograph of a sunset over the ocean. The sun is low on the horizon, creating a bright orange and yellow glow. The foreground is a dark, rocky shore with some silhouetted palm trees on the right side. The sky is a mix of light blue and orange.

# Questions?

- Suggestions?

• Thank you!

*Dundee Beach, Marianne St Clair*