

# Advancing the digital capacity of remote communities – results of B4BA Telecommunications Survey

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Northern Institute, Charles Darwin University  
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## **National Survey:**

Qualitative and quantitative data and analysis on consumers' experiences and expectations of internet and telecommunications.



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

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

Each year convene:  
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 recommendations

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



Need baseline data on telecoms & telehealth.

First application 2016 – focused on telehealth primarily.

2017 - ACCAN Grant



28 questions

n = 283

Survey still open

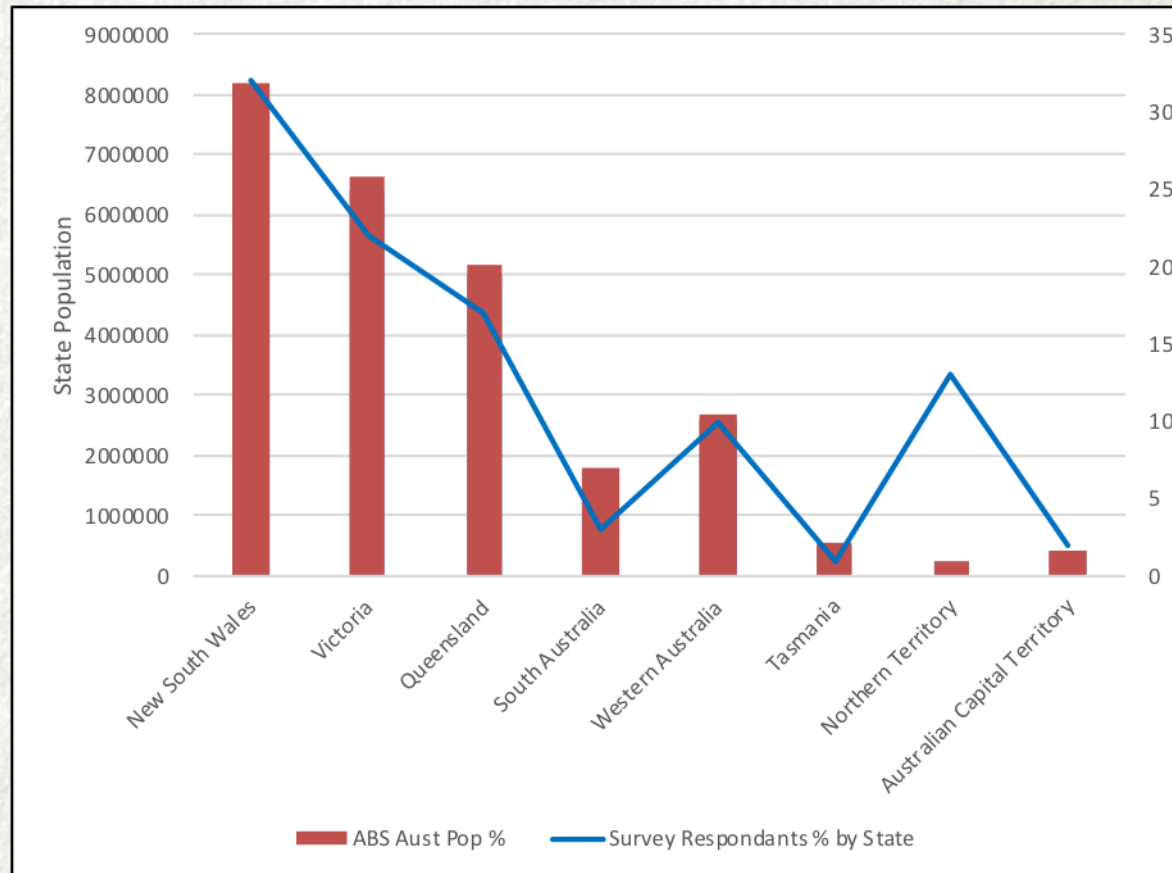
B4BA Website

[https://www.surveymonkey.com/r/  
WBSVD6G](https://www.surveymonkey.com/r/WBSVD6G)



## Distribution of respondents compared to Australian Population

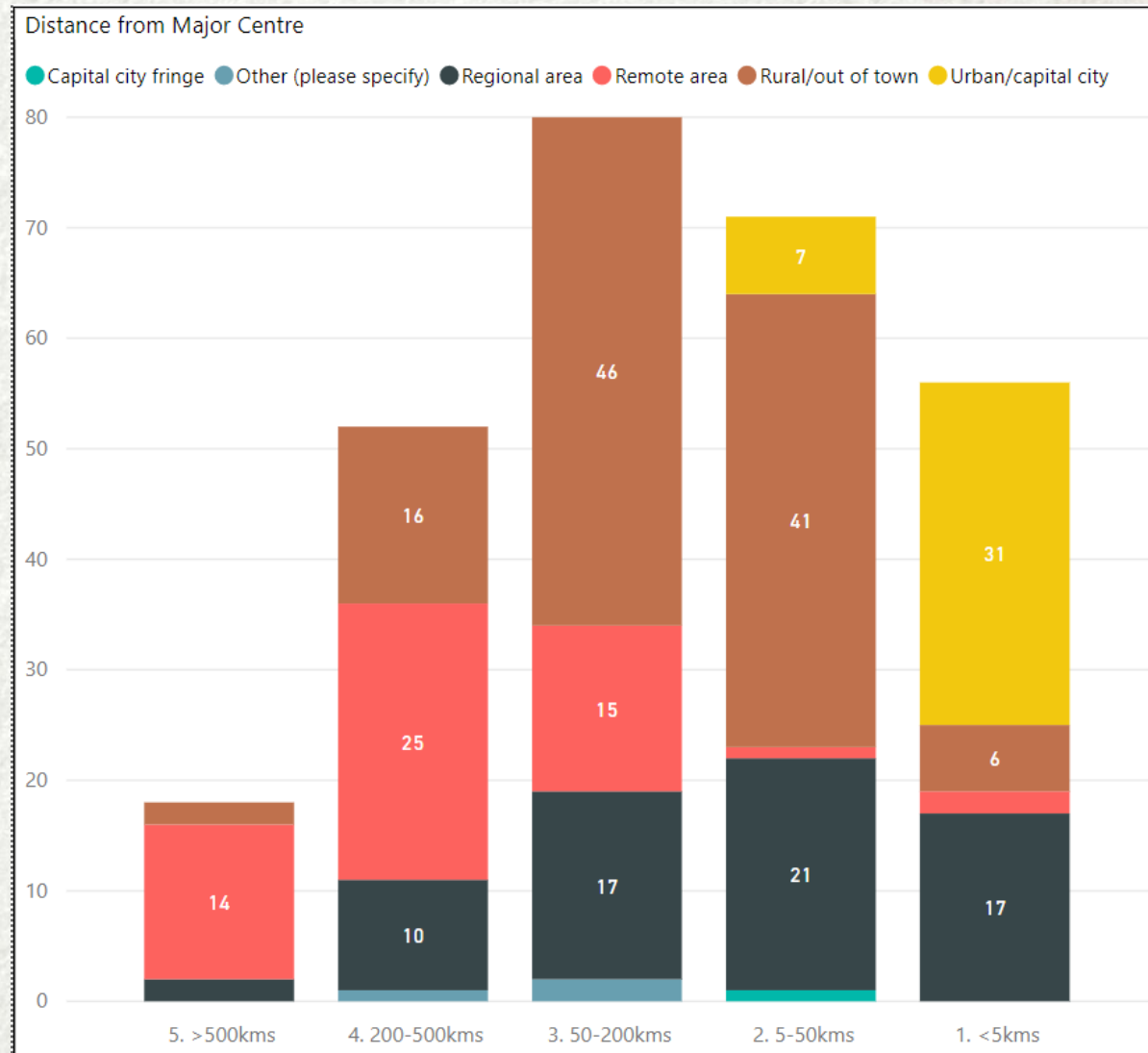
B4BA originated NT, Many B4BA Members in NT



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## Distance from major centre that has most services needed



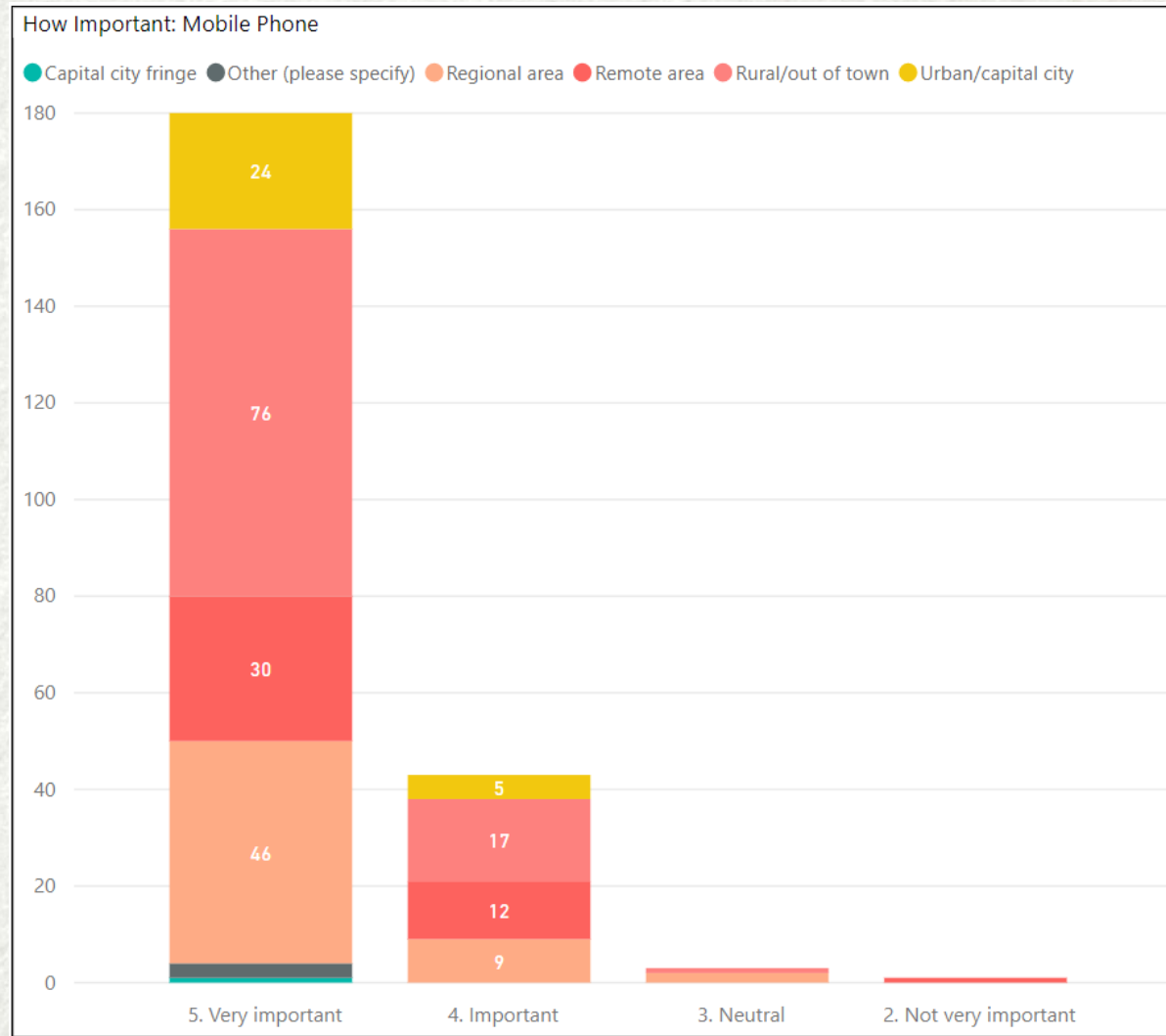
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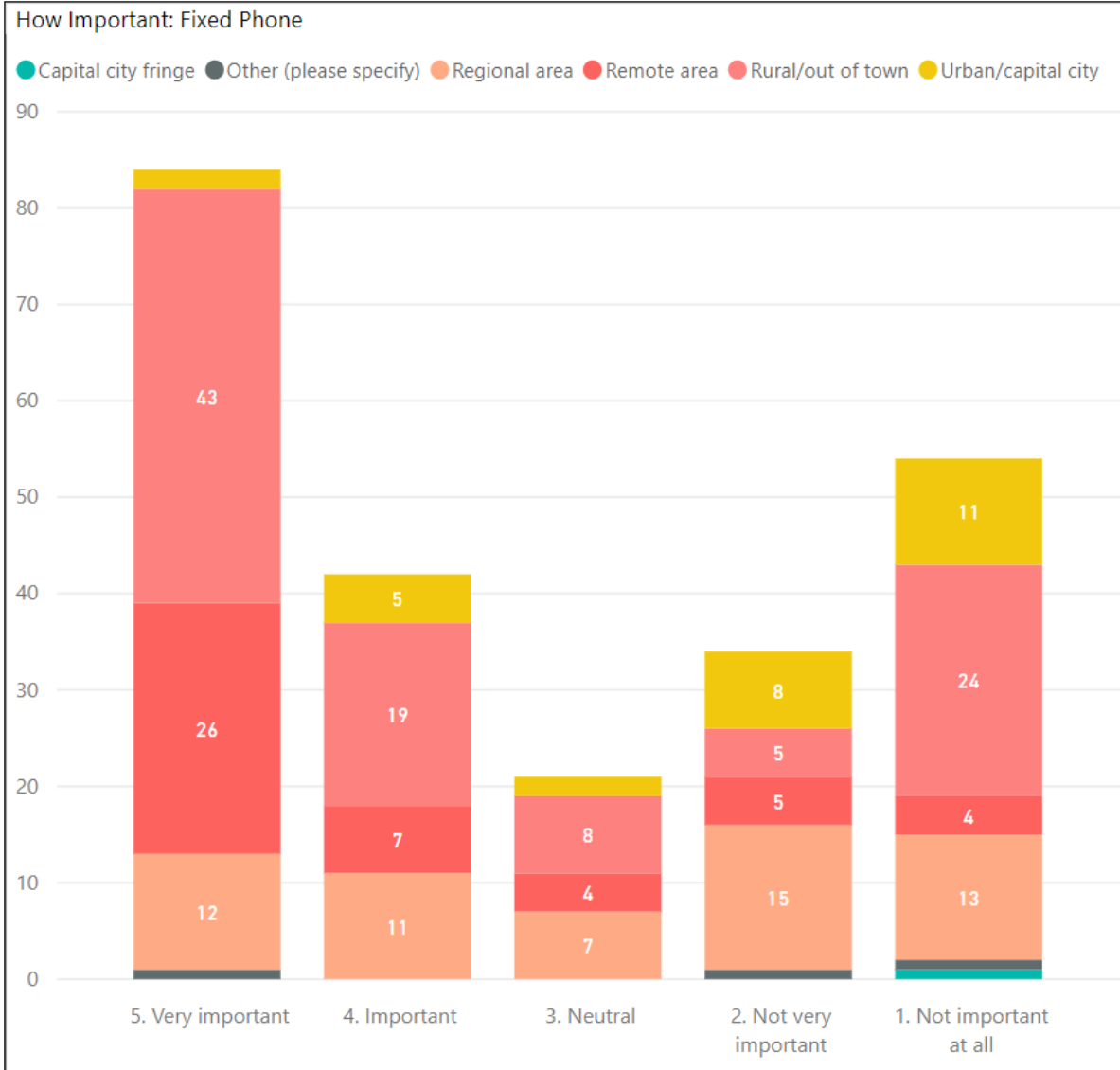
## Importance of Mobile Phone



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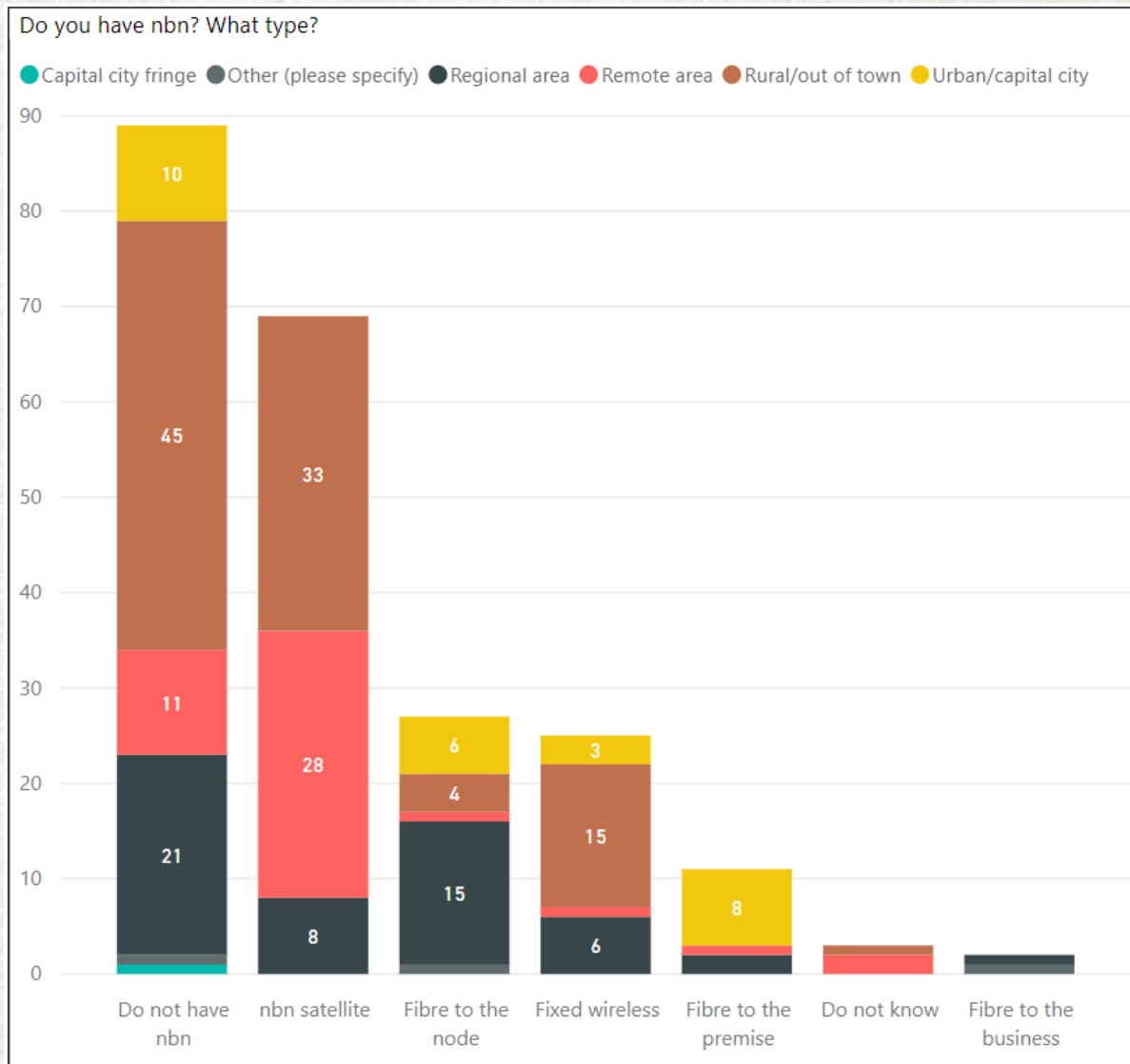
## Importance of Fixed Phone



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## Do you have NBN? If yes, what type?



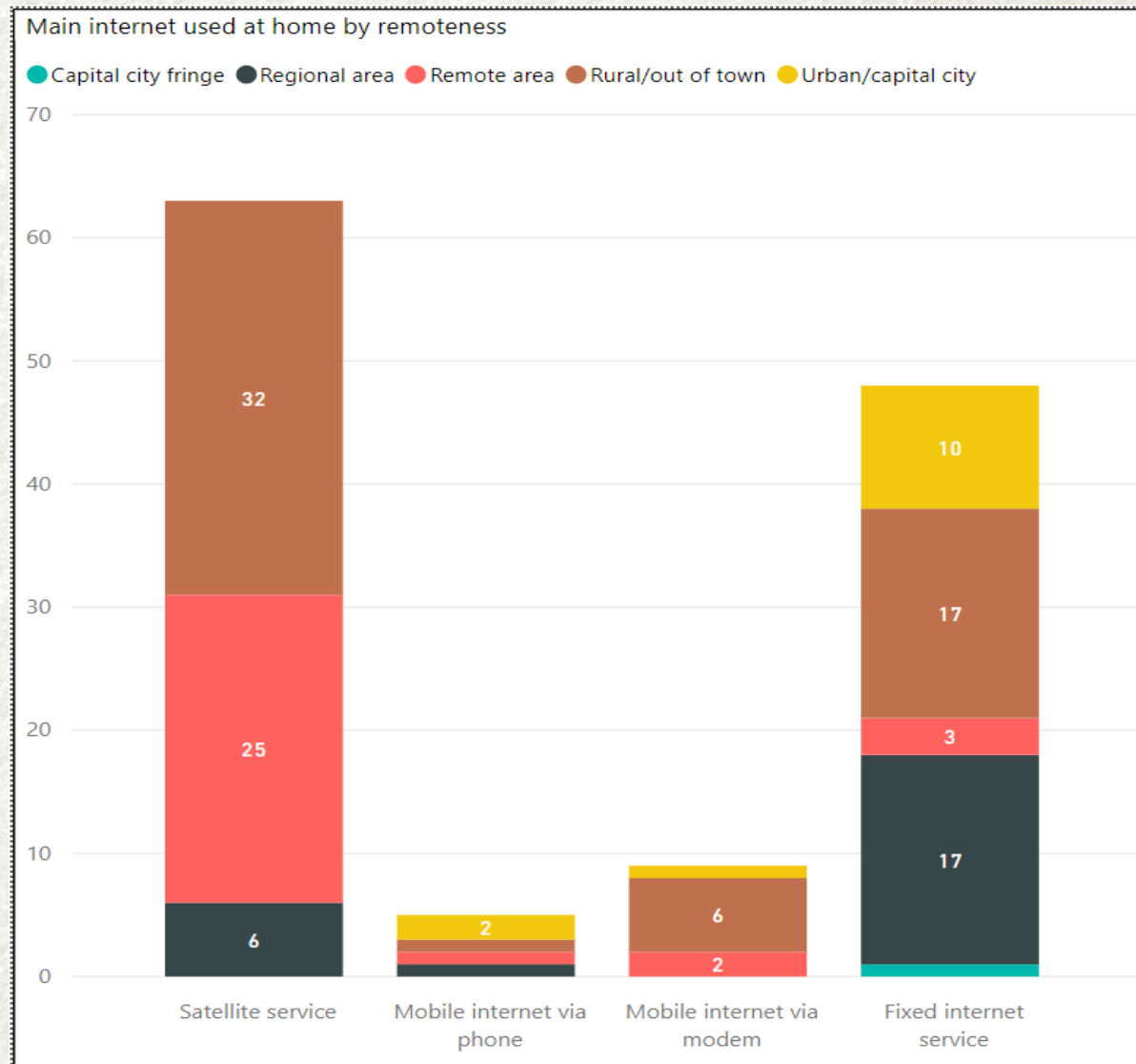
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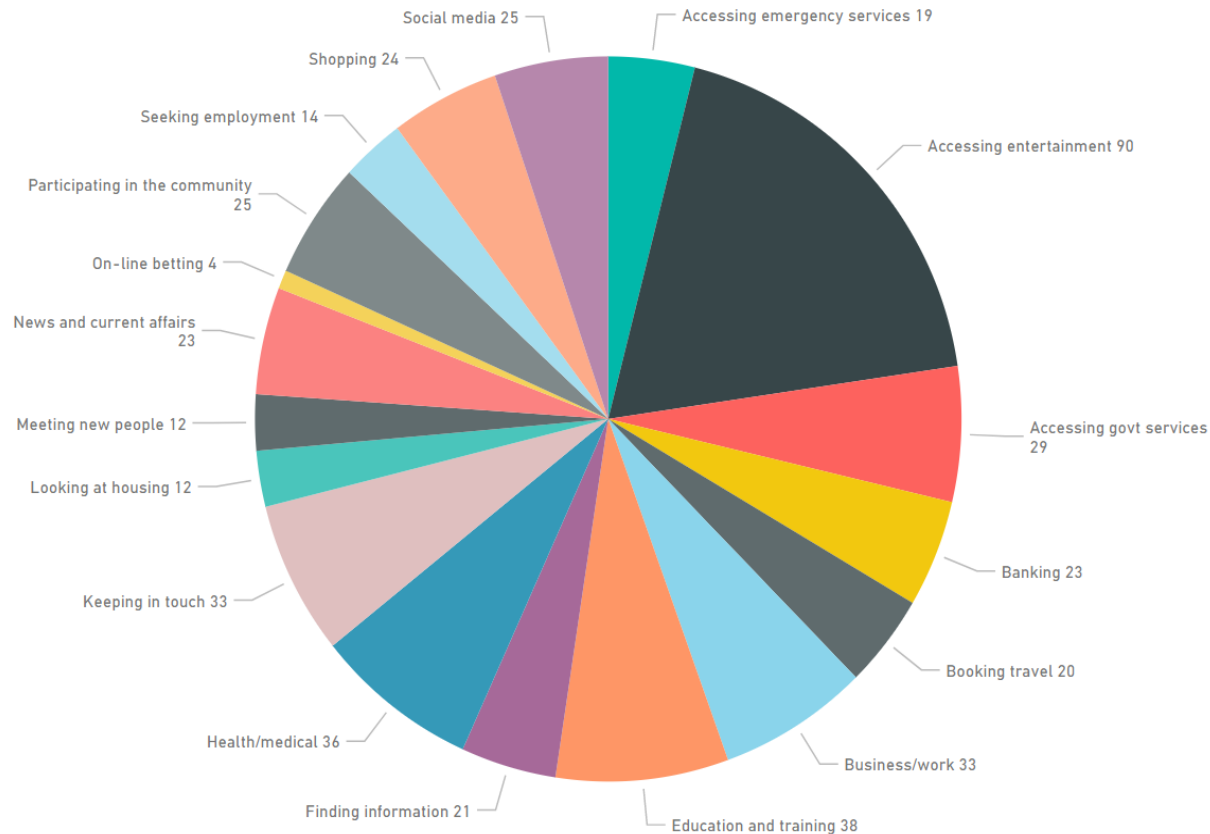
## What is the main internet service used at home?



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## Activities would like to use internet for...

What types of activities would you like to use the internet, but cannot with your current services?





# Telehealth: 10 questions

75% - Knew about telehealth

25% - Have used telehealth

90% - Telehealth should be avail

98% - Telehealth should be billable to  
Medicare

*(GP Consult rebate only currently  
avail for declared drought areas)*



Sorry we couldn't be here but we are installing new  
Telehealth equipment in East Arnhem Land.



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# Questions?

- Suggestions?

• Thank you!

*Dundee Beach, Marianne St Clair*