

Ellen McMaster

Griffith, NSW, 2680.

Telecommunications Review, 2021.

Dear Sir/Madam,

I would like to thank the Australian Government for the NBN and for boosting download/upload speed for so many people during the pandemic response. This has been particularly helpful for those working from home and managing school as well as for the increased ICT needs for health service delivery during various stages of COVID lockdowns.

I am a Physiotherapist in the public health system in rural NSW and use videoconferencing to deliver physiotherapy services to seven small rural hospitals where there would otherwise be no access to Physiotherapy at this time. The internet and applications being used are working well.

Seeing patients in their own homes in remote locations remains the biggest challenge. Internet and mobile phone connectivity remain a significant problem. Other factors such as a) patient equipment, b) patient IT skills and confidence and c) patient choice limit uptake as well. If there is patchy, expensive or no service (phones and internet), people are not interested in trying. This leads to reduced access and quite possibly poorer health outcomes. There is much work to do in this space to support the change management process and overcome resistance.

Thank you for this opportunity to provide this feedback.

Yours sincerely,

Ellen McMaster