



PUBLIC
SECTOR
NETWORK



Deloitte.

Healthcare and Human Services Innovation Roadshow

Driving Innovation, Optimising Efficiency and
Elevating Capabilities in Patient Healthcare

July 2 - October 29, 2024

NSW | ACT | SA | WA

QLD | VIC | NZ

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Driving Innovation, Optimising Efficiency and Elevating Capabilities in Patient Healthcare

Critical to the Australian health system are equity, accessibility, workforce and digital transformation. Innovation across these pillars remains vital to deliver inclusive, and efficient patient care.

It is time to focus beyond the aftermath of the global pandemic and work towards a truly state-of-the-art healthcare system that:

- Provides equal care to patients in rural and urban areas, as well as those from diverse socio-economic backgrounds
- Connects citizens with their health data and bridges the digital divide
- Optimises patient flow for improved health outcomes

Public Sector Network's Healthcare and Human Services Innovation Roadshow 2024 will explore these crucial topics. Leaders and experts will share their experiences and strategies on patient care, and the importance of collaboration to provide a more efficient service. The event will allow health professionals to network and connect with others in the field.

[VIEW THE WEBSITE](#)



Who You'll Meet

This series is designed for professionals involved in:

- Medical, Clinical
- Virtual Care
- Digital Transformation, Innovation
- Technology, Information Management
- Data and Analytics
- HR, Workforce, People & Culture
- Strategy and Improvement
- CX, Patient & Clinician Experience
- Operations, Projects, Planning, Systems

Benefits of Attending



Hear from health departments and local health networks on their experiences and strategies for improving patient services



Learn about (new) technologies being implemented to improve patient outcomes

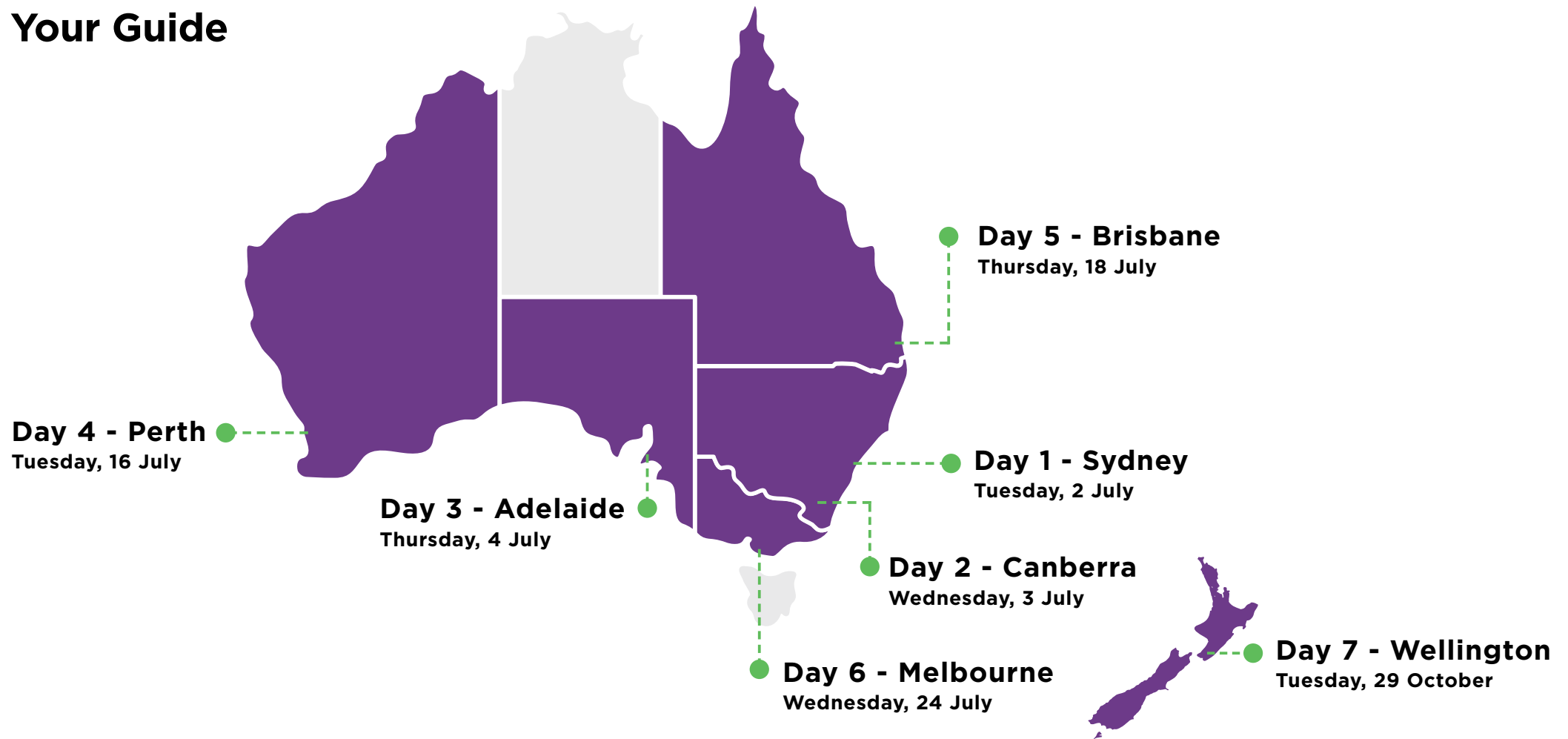


Engage with your peers and stakeholders and collaborate on a more efficient delivery of patient services



Connect with providers and thought leaders to learn about more integrated approaches to health care for those living in the regions versus the cities

Your Guide



2024 Snapshot



431

Delegates



28

Speakers



15

Case Studies



6

Partners

The background image shows a roadshow event with several people standing and talking. In the background, there are three large presentation boards. The left board is titled 'PANEL DISCUSSION' and 'STRATEGIES FOR A SEAMLESS OMNICHANNEL EXPERIENCE', listing speakers: THOMAS RYAN, First Assistant Commissioner, Australian Electoral Commission; LISA JANSEN, Digital Service Performance Branch Manager, Digital Transformation Agency; and LUKE MORAN, Senior Solutions Consultant - Digital, Opentext. The middle board is titled 'CONNECTING GOVERNMENT' with a logo and the text 'Success is Working Together'. The right board is also titled 'PANEL DISCUSSION' and 'STRATEGIES FOR A SEAMLESS OMNICHANNEL EXPERIENCE', listing speakers: THOMAS RYAN, First Assistant Commissioner, Australian Electoral Commission; LISA JANSEN, Digital Service Performance Branch Manager, Digital Transformation Agency; and LUKE MORAN, Senior Solutions Consultant - Digital, Opentext. The audience is seen from behind, seated and facing the speakers.

Half Day Roadshows

Tuesday, 2 July 2024 | Sydney, New South Wales

Wednesday, 3 July 2024 | Canberra, Australian Capital Territory

Thursday, 4 July 2024 | Adelaide, South Australia

Tuesday, 16 July 2024 | Perth, Western Australia

Thursday, 18 July 2024 | Brisbane, Queensland

Your Inspiring Speakers - NSW



FAY FLEVARAS

*First Assistant Secretary,
Digital Transformation and
Delivery Division*

**Australian Department of
Health and Aged Care**



CHRISTINA IGASTO

*Chief Digital Health Officer
and CIO*

**Western Sydney Local Health
Network**



RICHARD TAGGART

*National Director, Information
Technology and Digital
Transformation*

Calvary Care



AMITH SHETTY

Clinical Director

NSW Ministry of Health



MIKE LAU

*Chief Data and Analytics
Officer*

**Australian Digital Health
Agency**



WENDY LAI

NSW Lead Health Partner

Deloitte



STEWART DOWRICK

Chief Executive

**Mid North Coast Local Health
District**



Explore the Agenda - NSW

Tuesday, 2 July 2024

8:30am **Registration and Networking Coffee**

9:00am **Opening from Public Sector Network & Icebreaker**

9:05am **Welcome from the Chair**

Wendy Lai, *NSW Lead Health Partner, Deloitte*

9:10am **Government Keynote: Creating a Seamless Patient Care Access Experience Through the NSW Single Front Door Project**

- Showcasing the life cycle of patient care in Australia
- Painting a picture of how emerging technologies have helped improve patient care in Australia – how can continuous improvement be a part of this journey with (future) tech disruptions?
- Reducing patient occupancy rates by creating an efficient workflow from in to out for patients – how can this be achieved?

Amith Shetty, *Clinical Director, NSW Ministry of Health*

9:30am **Platinum Partner Session**

9:50am **Government Keynote: Transforming Aged Care: Digital Uplift Enabling Better Outcomes for Elderly Australians**

- Investing in aged care reform
- Innovating and modernising to deliver real-world outcomes
- Putting people at the centre of transformation

Fay Flevaras, *First Assistant Secretary, Digital Transformation and Delivery Division, Australian Department of Health and Aged Care*

10:10am **Break**

10:15am **Concurrent Roundtables**

11:00am **Morning Tea and Networking Break**

11:20am **Concurrent Roundtables**

12:05pm **Break**

12:10pm **Deloitte Keynote**

12:30pm Government Keynote: Bridging the Divide: Advancing Digital Equity in Healthcare and Human Services

- Understanding and applying digital inclusivity for patient care
- Discussing challenges and solutions to bridge the barriers in digital inclusivity for all Australian citizens
- Highlighting user-centred design on technologies to enhance digital inclusivity

Mike Lau, *Chief Data and Analytics Officer*, Australian Digital Health Agency

12:50pm Partner Session

1:10pm Panel Discussion: Digital Transformation Within Australian Healthcare

- Assessing the scope for digital transformation in Australia's healthcare system – how far along the journey are we?
- Discussing the importance of data-driven decision-making for the delivery of effective and efficient digital transformation within healthcare
- Highlighting the key outcomes expected as part of the digital transformation journey

Christina Igasto, *Chief Digital Health Officer and CIO*, Western Sydney Local Health Network

Richard Taggart, *National Director, Information Technology and Digital Transformation*, Calvary Care

Stewart Dowrick, *Chief Executive*, Mid North Coast Local Health District

1:40pm Closing Remarks from Chair

Wendy Lai, *NSW Lead Health Partner*, Deloitte

Thank You to our Sponsors

Silver



Bronze



Your Inspiring Speakers - ACT



ROHAN ESSEX

*Chief Medical Information
Officer*

ACT Health Directorate



RACHAEL HENSON

*Chief Digital Health and
Informatics Officer*

North Canberra Hospital



DR HOLGER KAUFMANN

*Chief Information Officer and
Executive Group Manager*

ACT Health Directorate



JESSIE HOLBERTON

*Director Quality Improvement
and Engagement*

Canberra Health Services



JANINE BENNETT

*Assistant Secretary of the
Digital Business and Sector
Engagement Branch*

**Department of Health and
Aged Care**



JOANA VALENTE

*Lead Consulting Partner,
Federal Government*

Deloitte

“

**I found the information sharing
invaluable for moving forward in our own
organisation. It was interesting to see
how other organisations are managing
virtual care & especially with the staffing
shortage in the future**

Canberra Health Services



Explore the Agenda - ACT

Wednesday, 3 July 2024

8:30am **Registration and Networking Coffee**

9:00am **Opening from Public Sector Network & Icebreaker**

9:05am **Welcome from the Chair**

Joana Valente, *Lead Consulting Partner, Federal Government, Deloitte*

9:10am **Government Keynote: Designing and Implementing a Seamless Patient Experience**

- Showcasing the life cycle of patient care in Australia
- Painting a picture of how emerging technologies has helped improve patient care in Australia – how can continuous improvement be a part of this journey with (future) tech disruptions
- Reducing patient occupancy rates by creating an efficient workflow from in to out for patients – how can this be achieved?

Rohan Essex, *Chief Medical Information Officer, ACT Health Directorate*

9:30am **Government Keynote: Transforming Aged Care: Digital Uplift Enabling Better Outcomes for Elderly Australians**

- Investing in aged care reform
- Innovating and modernising to deliver real-world outcomes
- Putting people at the centre of transformation

Janine Bennett, *Assistant Secretary of the Digital Business and Sector Engagement Branch, Department of Health and Aged Care*

9:50am **Platinum Partner Session**

10:10am **Break**

10:15am **Concurrent Roundtables**

11:00am **Morning Tea and Networking Break**

11:20am **Concurrent Roundtables**

12:05pm **Break**

12:10pm **Deloitte Keynote**

12:30pm	Government Keynote: Accessibility and Inclusion – A Person Centred Approach <ul style="list-style-type: none"> • Lessons learned through access and sensory services • Ways we can engage with our consumers • The future of accessibility in health care services Jessie Holberton , <i>Director Quality Improvement and Engagement</i> , Canberra Health Services
12:50pm	Partner Session
1:10pm	Panel Discussion: Digital Transformation Within Australian Healthcare <ul style="list-style-type: none"> • Assessing the scope for digital transformation in Australia’s healthcare system – how far along the journey are we? • Discussing the importance of data-driven decision-making for the delivery of effective and efficient digital transformation within healthcare • Highlighting the key outcomes expected as part of the digital transformation journey Rachael Henson , <i>Chief Digital Health and Informatics Officer</i> , North Canberra Hospital Dr Holger Kaufmann , <i>Chief Information Officer and Executive Group Manager</i> , ACT Health Directorate
1:40pm	Closing Remarks from Chair Joana Valente , <i>Lead Consulting Partner, Federal Government</i> , Deloitte

“

Very informative and helpful in our kind of work

ACT Health

Your Inspiring Speakers - SA



KATHRYN ZEITZ

Deputy Chief Executive Officer

Central Adelaide Local Health Network



DR. SHIKHA SHARMA

CIO and Director Business Improvement and Technology

Department of Human Services



TINA HARDIN

Executive Director, Clinical Informatics

The Commission on Excellence and Innovation in Health



ARINDAM CHAUDHURI

Executive Director, Digital Health

Northern Adelaide Local Health Network



ELENA DICUS

Executive Director, Strategy and Digital

Central Adelaide Local Health Network



BRAD WRIGHT

Partner

Deloitte

“

A good overview on what is happening in the digital space in SA

SA Health



Explore the Agenda - SA

Thursday, 4 July 2024

8:30am **Registration and Networking Coffee**

9:00am **Opening from Public Sector Network & Icebreaker**

9:05am **Welcome from the Chair**
Brad Wright, *Partner*, Deloitte

9:10am **Government Keynote: Reducing Hospital Patient Occupancy Rates by Creating Efficient Workflows**

- Showcasing the lifecycle of patient care in Australia
- Painting a picture of how technologies can help improve patient care in Australia – how can continuous improvement be a part of this journey with (future) tech disruptions?
- Designing and implementing improved patient experience

Kathryn Zeitz, *Deputy Chief Executive Officer*, Central Adelaide Local Health Network

9:30am **Platinum Partner Session**

9:50am **Government Keynote: Innovating Inclusivity: Harnessing Technology in the South Australian Department of Human Services' Pilot of the State Autism Charter**

- Providing insights into the pilot project – State Autism Charter – discussing the drive behind the project
- Discussing the involvement of technology experts in charter development
- Utilising data for decision-making and evolving the project elements

Dr. Shikha Sharma, *CIO and Director Business Improvement and Technology*, Department of Human Services

10:10am **Break**

10:15am **Concurrent Roundtables**

11:00am **Morning Tea and Networking Break**

11:20am **Concurrent Roundtables**

12:05pm **Break**

12:10pm **Deloitte Keynote**

12:30pm	Government Case Study: Machine Learning and Its Use in Healthcare The Commission on Excellence and Innovation in Health <ul style="list-style-type: none"> Developing strategies for improved and efficient patient care in South Australia – how are data and Machine Learning assisting with this outcome? Scalability of technology to achieve efficient patient care Collaborating to create innovative opportunities for better results for South Australian patients Tina Hardin , <i>Executive Director, Clinical Informatics</i> , The Commission on Excellence and Innovation in Health
12:50pm	Partner Session
1:10pm	Panel Discussion: Digital Transformation Within Australian Healthcare <ul style="list-style-type: none"> Assessing the scope for digital transformation in Australia’s healthcare system – how far along the journey are we? Discussing the importance of data-driven decision-making for the delivery of effective and efficient digital transformation within healthcare Highlighting the key outcomes expected as part of the digital transformation journey Arindam Chaudhuri , <i>Executive Director Digital Health</i> , Northern Adelaide Local Health Network Elena Dicus , <i>Executive Director, Strategy and Digital</i> , Central Adelaide Local Health Network
1:40pm	Closing Remarks from Chair Brad Wright , <i>Partner</i> , Deloitte

“

Identification of issues at play in the technology or practice gap. Future potential issues identified and discussed at length by an eclectic mix of SA Health employees

Central Adelaide Local Health Network

Your Inspiring Speakers - WA



JEFFREY MOFFET

Chief Executive

WA Country Health Service



TIMOTHY LEEN

*Executive Director,
Transformation*

**South Metropolitan Health
Service**



CHRISTINE THOMPSON

*Executive Director, People,
Capability and Culture*

**East Metropolitan Health
Service**



IAN SHELDRAKE

*Executive Director, Strategy
and Transformation*

**North Metropolitan Health
Service**



HELEN MCLEISH

Chief Cybersecurity Officer

**East Metropolitan Health
Service**



KAREN CASELLA

Chair

**Australian Institute of Digital
Health (WA Branch)**



JUSTIN SCANLAN

WA Lead Health Partner

Deloitte



Explore the Agenda - WA

Tuesday, 16 July 2024

8:30am **Registration and Networking Coffee**

9:00am **Opening from Public Sector Network & Icebreaker**

9:05am **Welcome from the Chair**

Justin Scanlan, *WA Lead Health Partner, Deloitte*

9:10am **Government Keynote: Designing and Implementing a Seamless Patient Experience Now and in The Future**

- Showcasing the life cycle of patient experience in Australia and the opportunities that are available
- Painting a picture of how emerging technologies and digital health has helped improve patient care in Australia – how can continuous improvement be a part of this journey with (future) tech disruptions?
- Move from healthcare in the hospital to health at home – how can this be achieved? How to bring our people on the journey

Timothy Leen, *Executive Director, Transformation, South Metropolitan Health Service*

9:30am **Platinum Partner Session**

9:50am **Government Case Study: Equity and Accessibility in the Future of Healthcare in Australia**

- Providing insights into healthcare within the regions in Australia looks like – demographic, ethnic, and socio-economic breakdown of the regions
- Showcasing the reality of accessibility in the (rural) regions
- Discussing the need for sophisticated tools to assist with healthy living – data sharing, emergency services, and other options to help with healthcare

Jeffrey Moffet, *Chief Executive, WA Country Health Service*

10:10am **Break**

10:15am **Concurrent Roundtables**

11:00am **Morning Tea and Networking Break**

11:20am **Concurrent Roundtables**

12:05pm **Break**

12:10pm	Deloitte Keynote
12:30pm	Fireside Chat: Ask the Expert: Addressing the Skills Shortage in Healthcare <ul style="list-style-type: none"> • A realistic view of patients to healthcare workers ratio in Australia • Incentivising to increase retention of healthcare workers – how can this be achieved? • Creating (clear) pathways for healthcare workers Christine Thompson , <i>Executive Director, People, Capability and Culture</i> , East Metropolitan Health Service
12:50pm	Partner Session
1:10pm	Panel Discussion: Digital Transformation Within Australian Healthcare <ul style="list-style-type: none"> • Assessing the scope for digital transformation in Australia’s healthcare system – how far along the journey are we? • Discussing the importance of data-driven decision-making for the delivery of effective and efficient digital transformation within healthcare • Highlighting the key outcomes expected as part of the digital transformation journey Ian Sheldrake , <i>Executive Director, Strategy and Transformation</i> , North Metropolitan Health Service Helen McLeish , <i>Chief Cybersecurity Officer</i> , East Metropolitan Health Service Karen Casella , <i>Chair</i> , Australian Institute of Digital Health (WA Branch)
1:40pm	Closing Remarks from Chair Justin Scanlan , <i>WA Lead Health Partner</i> , Deloitte

“

**Great to see how health is advancing through
working together**

Perth Children’s Hospital

Your Inspiring Speakers - QLD



FRANK TRACEY

*Health Service Chief
Executive*

Children's Health Queensland



DR PIETER NEL

*Acting Executive Director,
Mackay Research and
Innovation, Chief Medical
Information Officer*

**Mackay Hospital and Health
Service**



DR JASON BROWN

Chief Digital Officer

Metro North Health



SHAREEN MCMILLAN

*Executive Director, Strategy
and Transformation*

**Central Queensland Hospital
and Health Service**



KIRSTEN HINZE

*Senior Director, Digital
Experience*

Gold Coast Health



MICHAEL KISSANE

QLD Lead Health Partner

Deloitte

“

**The opportunity to hear about the
innovation journey other teams have been
on and how they have been adaptable
in an environment that is not always so
flexible**

Queensland Health



Explore the Agenda - QLD

Thursday, 18 July 2024

8:30am	Registration and Networking Coffee
9:00am	Opening from Public Sector Network & Icebreaker
9:05am	Welcome from the Chair Michael Kissane , <i>QLD Lead Health Partner, Deloitte</i>
9:10am	Government Keynote: Designing and Implementing a Seamless Patient Experience <ul style="list-style-type: none">• Showcasing the life cycle of patient care in Australia• Painting a picture of how emerging technologies has helped improve patient care in Australia – how can continuous improvement be a part of this journey with (future) tech disruptions?• Reducing patient occupancy rates by creating an efficient workflow from in to out for patients – how can this be achieved? Frank Tracey , <i>Health Service Chief Executive, Children’s Health Queensland</i>
9:30am	Platinum Partner Session
9:50am	Government Keynote: Bridging the Divide: Advancing Digital Equity in Healthcare <ul style="list-style-type: none">• Understanding and applying digital inclusivity for patient care• Discussing challenges and solutions to bridge the barriers in digital inclusivity• Highlighting user-centred design on technologies to enhance digital inclusivity Kirsten Hinze , <i>Senior Director, Digital Experience, Gold Coast Health</i>
10:10am	Break
10:15am	Concurrent Roundtables
11:00am	Morning Tea and Networking Break
11:20am	Concurrent Roundtables
12:05pm	Break
12:10pm	Deloitte Keynote

12:30pm Fireside Chat: Ask the Expert: Addressing the Skills Shortage in Healthcare

- A realistic view of patients to healthcare workers ratio in Australia
- Incentivising to increase retention of healthcare workers – how can this be achieved?
- Creating (clear) pathways for healthcare workers

Shareen McMillan, *Executive Director Workforce*, Central Queensland Hospital and Health Service

12:50pm Partner Session

1:10pm Panel Discussion: Digital Transformation Within Australian Healthcare

- Assessing the scope for digital transformation in Australia's healthcare system – how far along the journey are we?
- Discussing the importance of data-driven decision-making for the delivery of effective and efficient digital transformation within healthcare
- Highlighting the key outcomes expected as part of the digital transformation journey

Dr Pieter Nel, *Acting Executive Director, Mackay Research and Innovation, Chief Medical Information Officer*, Mackay Hospital and Health Service

Dr Jason Brown, *Chief Digital Officer*, Metro North Health

1:40pm Closing Remarks from Chair

Michael Kissane, *QLD Lead Health Partner*, Deloitte



A local opportunity to network with likeminded people from varying health backgrounds, to talk to the state of the nation with regard to healthcare innovation and the challenges and opportunities we each face

eHealth Queensland

The background image shows a roadshow event. In the foreground, the backs of several audience members' heads are visible as they sit in chairs. In the background, three large presentation boards are displayed. The left and right boards are titled 'PANEL DISCUSSION' and 'STRATEGIES FOR A SEAMLESS OMNICHANNEL EXPERIENCE'. They list speakers: THOMAS RYAN (First Assistant Commissioner, Australian Electoral Commission), LISA JANSEN (Digital Service Performance Branch Manager, Digital Transformation Agency), and LUKE HODAN (Senior Solutions Consultant - Experience, Opentext). The central board is titled 'CONNECTING GOVERNMENT' and features the 'PUBLIC SECTOR NETWORK' logo. It includes the text 'Success is Working Together' and 'E-Signature: A new platform for government'.

Full Day Roadshows

Wednesday, 24 July 2024 | Melbourne, Victoria

Tuesday, 29 October 2024 | Wellington, New Zealand

Your Inspiring Speakers - VIC



DR LANCE EMERSON

*Deputy Secretary, eHealth
Division*

**Victorian Department of
Health**



SUSAN MCKEE

Chief Executive Officer

Dental Health Services



DR SING CHEE TAN

*Intensive Care Specialist
and Deputy Chief Medical
Informatics Officer*

Northern Health



**ASSOCIATE PROFESSOR
NAOMI DOBROFF**

*General Manager EMR and
Informatics Program and
Chief Nursing and Midwifery
Information Officer*

Monash Health



DAVID ENGLISH

*Executive Director, Digital
Health and Informatics (Chief
Information Officer)*

Peninsula Health



JAYNE BARCLAY

*Executive Director, Digital
Innovation/CIO*

**The Royal Victorian Eye and
Ear Hospital**



DR NIC WOODS

Director of Health Informatics

Calvary Care



REBECCA VAN WOLLINGEN

*Executive Director
Operations/Chief Operating
Officer*

Safer Care Victoria



SUE WHITE

Chief Executive Officer

QEC



SEAN CHUNG

VIC Lead Health Partner

Deloitte

Explore the Agenda - VIC

Wednesday, 24 July 2024

8:00am **Registration and Networking Coffee**

9:00am **Opening from Public Sector Network & Icebreaker**

9:05am **Welcome from the Chair**

Sean Chung, *VIC Lead Health Partner*, Deloitte

9:10am **Government Keynote: Designing and Implementing a Seamless Patient Experience**

- Showcasing the life cycle of patient care in Australia
- Painting a picture of how emerging technologies has helped improve patient care in Australia – how can continuous improvement be a part of this journey with (future) tech disruptions?
- Reducing patient occupancy rates by creating an efficient workflow from in to out for patients – how can this be achieved?

Dr Lance Emerson, *Deputy Secretary, eHealth Division*, Victorian Department of Health

9:30am **Government Case Study: Equity and Accessibility in the Future of Healthcare in Australia**

- Providing insights into healthcare within the regions in Australia looks like – demographic, ethnic, and socio-economic breakdown of the regions
- Showcasing the reality of accessibility in the (rural) regions
- Discussing the need for sophisticated tools to assist with healthy living – data sharing, emergency services, and other options to help with healthcare

Susan McKee, *Chief Executive Officer*, Dental Health Services

9:50am **Platinum Partner Session**

10:10am **Panel Discussion: Digital Transformation Within Australian Healthcare**

- Assessing the scope for digital transformation in Australia's healthcare system – how far along the journey are we?
- Discussing the importance of data-driven decision-making for the delivery of effective and efficient digital transformation within healthcare
- Highlighting the key outcomes expected as part of the digital transformation journey

Associate Professor Naomi Dobroff, *General Manager EMR and Informatics Program and Chief Nursing and Midwifery Information Officer*, Monash Health

David English, *Executive Director, Digital Health and Informatics (Chief Information Officer)*, Peninsula Health

MTX Representative

10:40am	Morning Tea and Networking Break
11:10am	Fireside Chat: Ask the Expert: Addressing the Skills Shortage in Healthcare <ul style="list-style-type: none"> • A realistic view of patients to healthcare workers ratio in Australia • Incentivising to increase retention of healthcare workers – how can this be achieved? • Creating (clear) pathways for healthcare workers Dr Sing Chee Tan , <i>Intensive Care Specialist and Deputy Chief Medical Informatics Officer</i> , Northern Health
11:30am	Partner Session
12:00pm	Break
12:05pm	Concurrent Roundtables
12:50pm	Lunch and Networking
1:50pm	Concurrent Roundtables
2:35pm	Break
2:40pm	Deloitte Keynote
3:00pm	Fireside Chat: Case Study - Leveraging Data to Create Value and Purpose <p>Developing a sector wide framework to creating and measuring purpose and impact:</p> <ul style="list-style-type: none"> • What impact are we seeking (and why)? • How will be operationalise this in a clinical setting? • What capabilities do we need? • How do we measure our impact and outcomes? • What role does technology play/ • What we learnt - what worked (and what didn't!) Sue White , <i>Chief Executive Officer</i> , QEC
3:20pm	Partner Session

3:40pm

Panel Discussion: Bridging the Divide: Advancing Digital Equity in Healthcare and Human Services

- Understanding and applying digital inclusivity for patient care
- Discussing challenges and solutions to bridge the barriers in digital inclusivity for all Australian citizens
- Highlighting user-centred design on technologies to enhance digital inclusivity

Jayne Barclay, *Executive Director, Digital Innovation/CIO*, The Royal Victorian Eye and Ear Hospital

Dr Nic Woods, *Director of Health Informatics*, Calvary Care

Rebecca Van Wollingen, *Executive Director Operations/Chief Operating Officer*, Safer Care Victoria

Uplink Representative

4.10pm

Closing Remarks from Chair

Thank You to our Sponsors

Silver



Your Inspiring Speakers - NZ (coming soon)

“

I enjoyed the approached topics, guests and opportunity to understand their work and meet with them. It was beautifully organised, the kōrero was meaningful and I had a lot of insights.

Te Aka WHai Ora

“

Excellent speakers, engaging topics, great networking.

Te Matau A Maui, Hawkes Bay



Explore the Agenda - NZ

Tuesday, 29 October 2024

8:00am **Registration and Networking Coffee**

9:00am **Opening from Public Sector Network & Icebreaker**

9:05am **Welcome from the Chair**

9:15am **Government Keynote: Designing and Implementing a Seamless Patient Experience**

- Showcasing the life cycle of patient care in New Zealand
 - Painting a picture of how emerging technologies has helped improve patient care in New Zealand – how can continuous improvement be a part of this journey with (future) tech disruptions?
 - Reducing patient occupancy rates by creating an efficient workflow from in to out for patients – how can this be achieved?
-

9:35am **Government Case Study: Developing an All-Inclusive Healthcare | Using Data and Analytics to Mitigate Barriers to Healthcare**

- Looking at the demographic and ethnic breakdown within New Zealand and the appropriate approach to healthcare that is required
 - Use of Machine Learning to measure equity
 - Maintaining Māori data sovereignty
-

9:55am **Partner Session**

10:15am **Panel Discussion: Digital Transformation Within New Zealand's Healthcare**

- Assessing the scope for digital transformation in New Zealand's healthcare system – how far along the journey are we?
 - Discussing the importance of data-driven decision making for delivery of effective and efficient digital transformation within healthcare
 - Highlighting the key outcomes expected as part of the digital transformation journey
-

10:55am **Morning Tea and Networking Break**

11:25am **Government Case Study: The Transformation of Aged Care in 2024 and Beyond in New Zealand**

- Sharing information on the growing aged population in New Zealand – what does this mean for aged care facilities and resources available for appropriate healthcare
 - Addressing the specific healthcare needs of Kaumātua
 - Talking through the aged care policies and what it means in practice
-

11:45am **Partner Session**

12:05pm	Break
12:10pm	Concurrent Roundtables
12:55pm	Lunch and Networking
1:55pm	Concurrent Roundtables
2:40pm	Break
2:45pm	Fireside Chat: Addressing the Skills Shortage in Healthcare <ul style="list-style-type: none"> • A realistic view of patients to healthcare workers ratio in New Zealand • Incentivising to increase retention of healthcare workers – how can this be achieved? • Creating (clear) pathways for healthcare worker
3:05pm	Partner Session
3:25pm	Panel Discussion: Bridging the Divide: Advancing Digital Equity in Healthcare and Human Services <ul style="list-style-type: none"> • Understanding and applying digital inclusivity for patient care • Discussing challenges and solutions to bridge the barriers in digital inclusivity for all New Zealand citizens • Highlighting user-centred design on technologies to enhance digital inclusivity
3:55pm	Closing Remarks from Chair
4:00pm	Event Close

“

Excellent event linking those working in healthcare, policy, federal government and private enterprise

Red Hat

“

Congratulations on executing a fantastic event

UKG

“

Great event with a broad range of speakers and attendees. Well structured and valuable

MuleSoft

“

A diverse and clinically lead forum identifying and discussing the challenges and opportunities to drive positive change to enable true patient centred care in an everchanging health system

Infor

Event Schedule

FEBRUARY

Innovate WA Showcase	WA
Cyber WA Showcase	WA
HR & Future of Work Roadshow	NSW WA ACT SA VIC QLD NZ
Future Series: Future Services	Virtual

MARCH

Future Series: Health	Virtual
Digital & CX Roadshow	NSW WA ACT SA VIC QLD NZ
Future Series: Future AI	Virtual
Future Series: Future Workforce	Virtual
Future Series: Future Mobility	Virtual

APRIL

Innovate SA Showcase	SA
Cyber SA Showcase	SA
Local Gov Showcase	NSW WA ACT SA VIC QLD NZ

MAY

Innovate Australia Showcase	ACT
Cyber Federal Showcase	ACT

JUNE

Data and Analytics Roadshow	NSW WA ACT SA VIC QLD NZ
Innovate NSW Showcase	NSW

JULY

Health Innovation Roadshow	NSW WA ACT SA VIC QLD
Cyber VIC Showcase	VIC
Innovate VIC Showcase	VIC
Australian Connectivity Showcase	ACT

AUGUST

Operational Excellence Roadshow	NSW WA ACT SA VIC QLD NZ
Australian Security Showcase	ACT

SEPTEMBER

Safer Cities Roadshow	NZ VIC ACT WA SA NSW
Innovate QLD Showcase	QLD
Transport Roadshow	QLD NSW

OCTOBER

Cyber NSW Showcase	NSW
Transport Roadshow	VIC
ICT & Cloud Roadshow	QLD VIC WA SA ACT NSW

Health NZ Roadshow	NZ
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NOVEMBER

Innovate NZ Showcase	NZ
Cyber NZ Showcase	NZ
Digital.NSW Showcase	NSW

DECEMBER

Data and AI Showcase	ACT
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