Using the NBN to Improve Government Service Delivery

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The National Broadband Network

> The National Broadband Network will bring high-speed broadband to 100 per cent of Australian premises
> By the end of the year, 758,000 premises will have commenced or have completed construction
> The NBN will enable governments across Australia to transform their service delivery models
The Digital Economy

> The internet will contribute $70 billion to the Australian economy by 2016 (Deloitte Access Economics)

> To drive this growth, the NBN will provide:
  – Fibre to the premises (up to 1 gigabit per second) to 93% of households
  – Fixed wireless and next-generation satellite (up to 12 megabits per second) to the remaining 7%
Digital Economy Initiatives

> The government’s aim is that by 2020 Australia will be among the world’s leading digital economies (National Digital Economy Strategy)

> Government initiatives to achieve this include:
  – Digital Regions Initiative: telehealth and tele-education
  – Digital Local Government Program: online local government service delivery
Telehealth

> Townsville: Diabetes
  – In-home patient monitoring and online consultations

> Armidale and Kiama: Chronic Conditions
  – Remote consultation via the Connecting Care program

> Kiama: Youth Mental Health Services
  – Online mental health services to young people in NBN-enabled schools and homes
Tele-education

> The government is funding TAFE NSW New England and University of New England to provide high-definition IP television, video on demand and 3D trade skills packages

> The EDUOne trial will deliver online lectures and collaborative tutorial programs over the NBN to improve access to education
Government Service Delivery

> Governments will be able to deliver services more efficiently and to more customers over the NBN

> Governments must transform the way services are delivered to include online delivery channels such as videoconferencing
Digital Local Government Program (1)

> City of Onkaparinga: Willunga
  – Online submission and processing of development applications
  – In-home planning consultations using high-definition videoconferencing
  – This will reduce the need for customers to travel to council premises in person
Digital Local Government Program (2)

> Armidale Dumaresq Council: Armidale
  – Online customer support and customer consultation
> Kiama Municipal Council: Kiama
  – Online waste management workshops
> Hawkesbury City Council: Richmond
  – Online food handling seminars
Cloud Computing

> The NBN complements cloud computing services

> Cloud computing:
  – Improves access to computing resources
  – Enables the cost effective delivery of services
Using the NBN to Improve Government Service Delivery

> The NBN is being used to transform:
  – Health services
  – Education services
  – Government service delivery