



Australian Government

**Department of Broadband,
Communications and the Digital Economy**

Using the NBN to Improve Government Service Delivery

Keith Besgrove
First Assistant Secretary,
Digital Economy Services
Division



www.dbcde.gov.au

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