

## Interim Report: Feedback Survey

Following the Sustainable Health Review Interim Report feedback was sought. Open feedback provided by the organisation or individual is detailed below.

| Your Personal Details   |  |
|---|--|
| 1. Title  | Mr <input checked="" type="checkbox"/> Miss <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Other <input type="checkbox"/> |
| 2. First Name(s)  | Con  |
| 3. Surname  | Michael  |
| 4. Contact Details  |  |
| 5. Organisation   | Balconi Telecommunications   |
| 6. Location   | <input type="checkbox"/> Metropolitan<br><input type="checkbox"/> Regional WA<br><input type="checkbox"/> Outside WA   |
| 7. Are you providing a response on behalf of your group/organisation or as an individual? (Required)  | <input checked="" type="checkbox"/> Group/organisation<br><input type="checkbox"/> Individual<br><input type="checkbox"/> Other, please specify _____                                    |
| <b>Q8. Do you consent to your feedback being published, in summaries or in the Final Report? (Required)</b>   |  |
| <input checked="" type="checkbox"/> I consent to my feedback being published<br><input type="checkbox"/> I consent to my feedback being published anonymously<br><input type="checkbox"/> I do not consent to my feedback being published |  |

**From:** [REDACTED]  
**To:** [SHR](#)  
[REDACTED]  
**Subject:** FW: Sustainable Health Review Public-Submissions-Balconi Telecommunications 29Sep17.doc  
**Date:** Wednesday, 14 March 2018 5:14:37 PM  
**Attachments:** [image001.png](#)  
[Sustainable Health Review Public-Submissions-Balconi Telecommunications 29Sep17.doc](#)  
[Smart Torch Global Live First Responders Emergency Communications Kit Rev5 08Sep17.pdf](#)  
[Balconi Smart Tech Overview Rev3 01Mar18.pdf](#)  
[Balconi Newsletter 05Sep2017.pdf](#)  
[Balconi Newsletter 12Mar18.pdf](#)  
[Balconi Newsletter 21Aug2017.pdf](#)

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Hi

As directed, I am re-submitting my submission from back in Nov17. I have added more up to date information including my recent trip to Canberra.

We are getting more and more support from now Optus and Samsung and of course the Federal Government but I am having no joy with the State Government.

Since the launch which was focussed on First Responders we are now developing a Mental Health consultation system. This, in the first instance, allows a remote indigenous community member to have a consultation with an indigenous clinician based in a major regional town. It will be a Tablet to Tablet consultation with 2 way vision and audio.

This means the remote community member does not have to travel from their community to get professional advice. Just as important is the second consultation which has a higher degree of happening because of the same travel factor.

Today's Review Q&A was full of high energy which is so impressive with people wanting to contribute.

### **The Interim review areas where we can help:**

#### **P16. The case for change**

"Some groups of people, such as Aboriginal people, those who live in remote areas or people experiencing mental health issues, experience far worse health outcomes than the broader population."

Yes, we can help address this appalling situation.

#### **P32. WA Emergency Telehealth**

"It supports clinicians in these rural and remote sites by linking them to an experienced, specialist emergency clinicians to assist with the diagnosis, treatment and transfer of critically ill and injured emergency patients."

Yes, but it assumes that a critically ill patient can make it to a Telehealth Centre. If they are critically ill and a long distance away. chances are they cannot make it to the Telehealth Centre.

#### **P37. New ways to support equity in country health**

"The vast spread of the population and the corresponding small population numbers mean that WACHS cannot sustain complete services to all population groups across regional WA. Significant factors driving service demand include changes in population and population demographics, increased availability in the scope of local services and a higher than average burden of disease in Aboriginal and rural populations." The WA Country Health Service

Yes, we can help, we can go out to them

**P40. Direction 6 Develop partnerships for Aboriginal health outcomes**

“Through face-to-face conversations with Aboriginal stakeholders we heard about the dilemma of remoteness in providing care in WA, patients discharging from hospital early to return to country and the need for better coordination and partnerships with Aboriginal people.”

Yes, we can help especially for the face-to-face consultation with Mental Health issues, they might need to talk to someone every day for a good outcome but not if they are 300kms from the nearest Telehealth Centre. These people are falling through the cracks in our existing system and they need not.

**P42. Strategic Directions, WA Aboriginal Health and Wellbeing Framework 2015–2030**

“Exploring new partnerships and funding arrangements”

“It has been highlighted in submissions and forums that short-term, program-based funding in the past has led to unsustainable models of care and health services. Building sustainable strategic funding, working towards funding on the basis of evidence, and moving to longer-term funding models are steps towards achieving more equitable health outcomes.”

Sounds great and we can help, without the need for massive infrastructure.

As expressed in the Q&A session the interim report mentions:

- **Promoting change**
- **Must have the courage to innovate**
- **Have that difficult conversation**
- **Explore new partnerships**

I encourage you to reach out to people/organisations outside your circle to get another view of the above goals.

You mentioned an Innovation Session, where people could come together and discuss ideas and their possible implementation. **Please put me down for this.**

I have been invited to speak at the ATC conference in April this year in Sydney, for that reason, to discuss how innovation can contribute to the future of healthcare or virtual healthcare.

<https://www.hisa.org.au/atc/>

12.10pm Virtual Care for Remote and disadvantaged communities

Con Michael Managing Director, Balconi Telecommunications

Look forward to hearing from you soon, I hope.

Regards

**Con Michael** FIEAust CPEng

Managing Director

**Balconi Telecommunications**

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<https://www.facebook.com/Balconi-Telecommunications-231413617389043>



**The Balconi Smart Torch – Global Live** has won the following recognition:

2017 iAwards National iAwards - Innovation of the Year

2017 iAwards National iAwards - National Winner Community Services Markets

2017 iAwards National iAwards - National Merit Recipient Mobility Innovation of the Year

2017 Engineers Australia's Most Innovative Engineer , Con Michael, for the Balconi Smart Torch

2017 WAITTA Incite Awards - Winner Most Impactful Collaborative Technology

2017 WAITTA Incite Awards - Winner Most impactful Social Benefit

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**From:** [REDACTED]

**Sent:** Tuesday, 26 September 2017 1:02 PM

**To:** 'SHR@health.wa.gov.au' <SHR@health.wa.gov.au>

**Cc:** [REDACTED]

**Subject:** Sustainable Health Review Public-Submissions-Balconi Telecommunications  
29Sep17.doc

Hi

Please find my Public Submission for the Sustainable Health Review with two attachments.

I look forward to future contact to discuss.

Regards

**Con Michael** FIEAust CPEng

Managing Director

**Balconi Telecommunications**

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