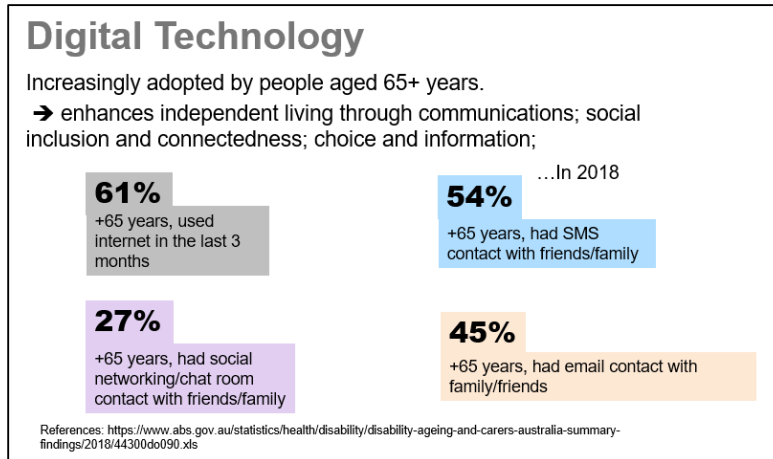




## Digital Technology in service delivery: Summary of interactive activity



Q1. How are you <u>currently</u> using digital technology in service provision with clients?	
<p><b>With clients:</b></p> <p><b>Supporting healthcare:</b></p> <ul style="list-style-type: none"> <li>• Telstra Health- clinical care</li> <li>• Cardio monitoring, insulin monitors</li> <li>• Healthcare alarm</li> <li>• Medication prompts</li> <li>• Purchased apps e.g. physio tools</li> </ul> <p><b>Maintaining independence &amp; safety:</b></p> <ul style="list-style-type: none"> <li>• Assistive technology devices e.g. iPad, iWatch (GPS), personalised alarms (monitored by contact centre), BPM systems, doorbells, personal/emergency response, MemBo notice board</li> <li>• Online shopping</li> <li>• Virtual education sessions with clients and families</li> </ul>	<p><b>By service providers:</b></p> <ul style="list-style-type: none"> <li>• Telehealth assessments via phone or video</li> <li>• Online referrals and online booking systems</li> <li>• Obtaining client information and uploading data e.g The Viewer, MAC</li> <li>• Social media and online promotion</li> <li>• Client contact i.e. phone calls, SMS messages, Facebook messenger, WhatsApp, FaceTime, email</li> <li>• Online surveys</li> <li>• Developing an app to login and check support worker, service time etc.</li> </ul>

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<p><b>Maintaining social &amp; physical wellbeing:</b></p> <ul style="list-style-type: none"> <li>• Virtual social support: individual and groups</li> <li>• Digital mentoring (in partnership with Aurous)</li> <li>• Virtual physical activities e.g. Active at Home exercise program, laughter yoga, wellness classes, 'Moove and Groove'</li> </ul>	
<p><b>Q2. What are some of the benefits?</b></p>	
<p><b>For clients:</b></p> <ul style="list-style-type: none"> <li>• Increased opportunity for access to the broader community (friends, family, health professionals), reduced isolation and loneliness</li> <li>• Improved independence</li> <li>• Improved skills and knowledge</li> <li>• Time saving</li> <li>• Fun</li> <li>• Improved mood</li> <li>• Reduced anxiety</li> <li>• Safety - e.g. falls prevention</li> </ul>	<p><b>For service providers:</b></p> <ul style="list-style-type: none"> <li>• Greater ability to meet the needs of clients and carers</li> <li>• Reduction in cost and time savings e.g. email statements rather than post, travel cost and time for staff</li> <li>• Increased capacity of the workforce</li> <li>• Able to keep clients up to date with service i.e. visit times, delays</li> <li>• Client files securely and easily accessed in home</li> <li>• Able to overcome geographic boundaries, able reach the entire state</li> <li>• Meeting accreditation compliance requirements</li> <li>• Continuity of care i.e. when unable to do home visits</li> <li>• Quick response</li> <li>• Safety of clients and staff</li> <li>• Clearer/instant/timely communication</li> <li>• Distance shorter (photos/situation acute)</li> </ul>
<p><b>Q3. What are some of the challenges you experience in using digital technology with clients?</b></p>	
<p><b>Challenges for clients:</b></p> <ul style="list-style-type: none"> <li>• CALD reach/language barriers/translators</li> <li>• Privacy fears/suspicion/scepticism</li> <li>• Shame/embarrassment- afraid to ask again</li> <li>• Lack of confidence and overwhelmed by technology</li> <li>• Support, education, training and keeping on top of constant updates</li> <li>• Risk- scams/data theft/gambling</li> <li>• Cost of device and internet/data; and lack of funding</li> <li>• Internet access and connection issues</li> <li>• Consumer choice - resistance to technology</li> </ul>	<p><b>Challenges for service providers:</b></p> <ul style="list-style-type: none"> <li>• Time</li> <li>• Managing expectations</li> <li>• Adaptability/usability in a home environment</li> <li>• Don't always get the full picture using technology</li> <li>• Outdated IT systems and cost to update</li> <li>• Too many programs that don't sync</li> <li>• Secure access in the home i.e. Citrix and outages</li> <li>• Differences in opinion of what is needed/important</li> <li>• Troubleshooting/ learning as you go</li> <li>• Changes faster than can keep up</li> </ul>

<ul style="list-style-type: none"> <li>• Difficulty problem solving technical issues</li> <li>• Cognitive impairment which may impact on new learning</li> <li>• Sensory impairment e.g. eyes and fingers</li> <li>• Different technology/software, different systems i.e. Ipad vs Android</li> <li>• Different levels of competence to use</li> <li>• Preference for face to face</li> </ul>	<ul style="list-style-type: none"> <li>• Adapting technology for individual need</li> </ul>
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**Q4. What ideas or solutions do you have?**

- Policies and procedures regarding IT usage and the expectations for staff/clients
- Awareness of programs
- Collaborate with others who have the knowledge and skills
- In-app monitoring and remote surveillance
- Invite community peer volunteers to support clients in navigating technology use. Hold technology awareness events with particular focus on scam awareness and gambling
- Support clients to be protected from scams or security breaches e.g. Aurous uses security software to monitor apps used by clients and alert them to any concerns
- Advocate for internet access charges to be allowable under a Home Care Package