

# Snap Survey Internet Access

July, 2024

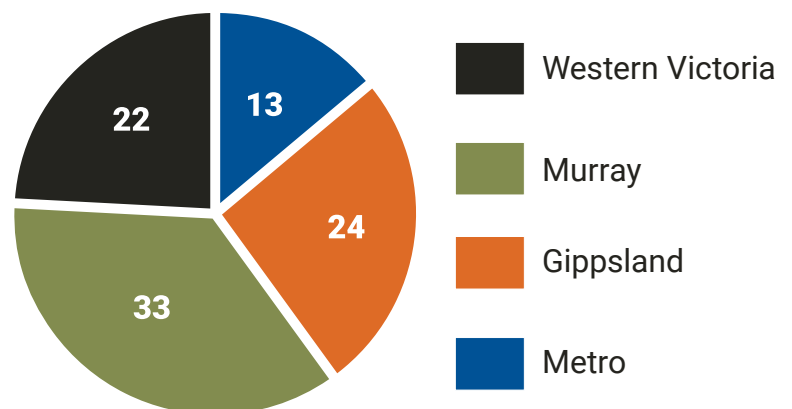


In April 2024, RWAV undertook a new initiative to investigate and get a Pulse-check on specific issues in regional, rural and Aboriginal and Torres Strait Islander communities. The first Pulse-check was on Internet Access, specifically around access to services, reliability and issues that the workforce face.

## Respondents

There were 80 respondents to the first survey, with some working in multiple PHN regions. The breakdown of the location of the respondents are:

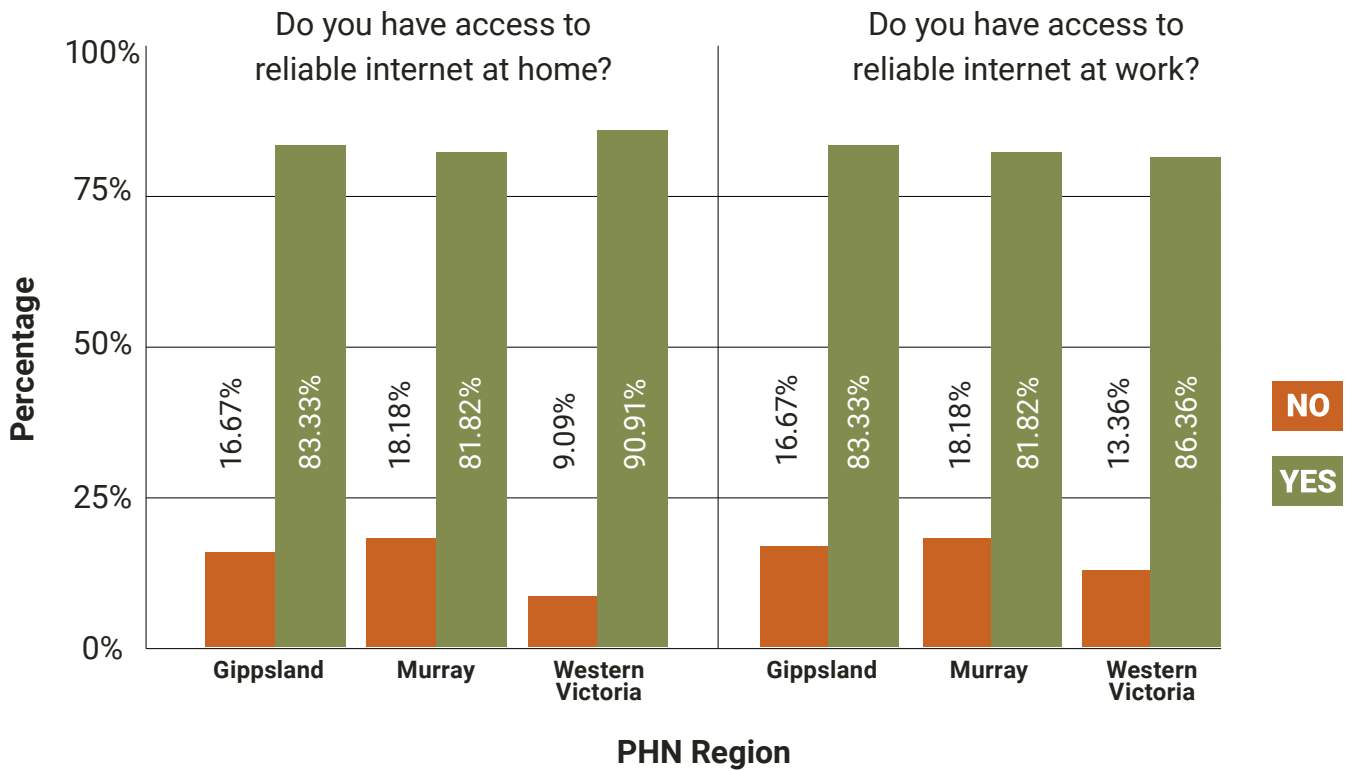
Number of Respondents per PHN region



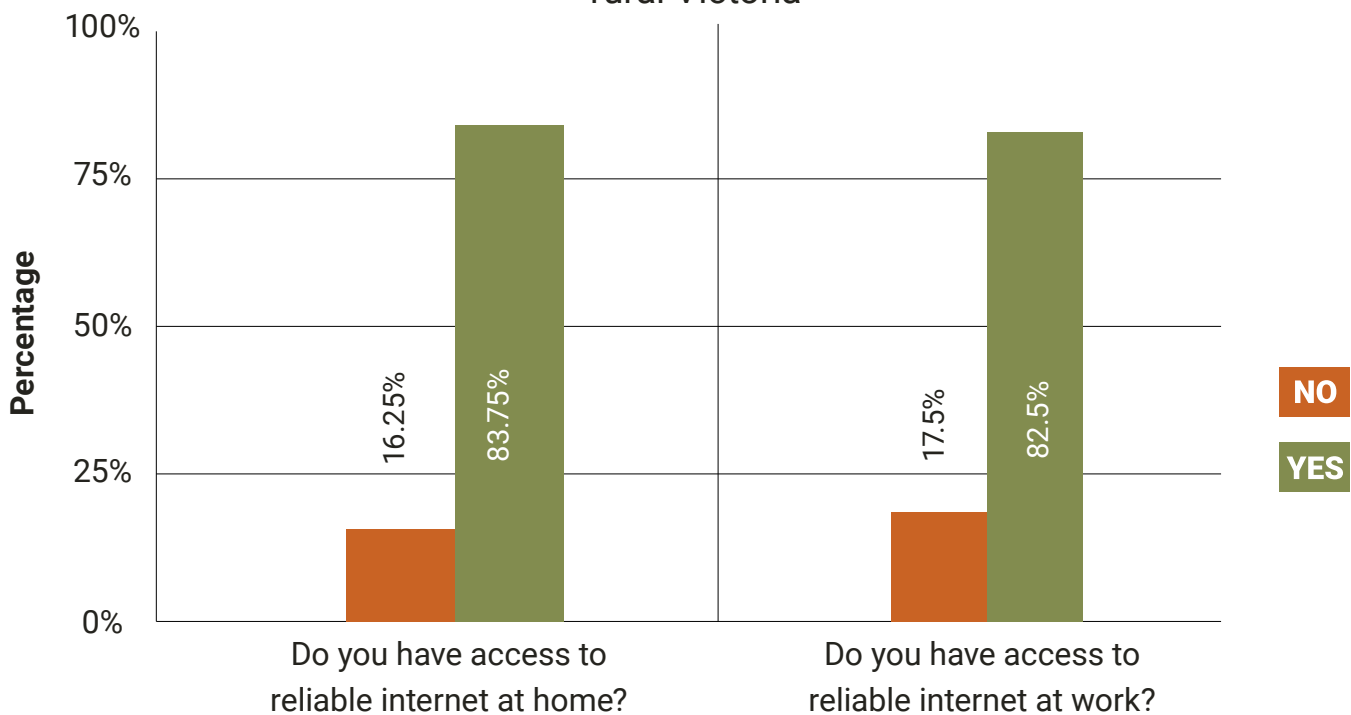
## Internet Access

Respondents were asked about their access to reliable internet at home and the workplace and these were the results:

### Access to Reliable Internet at Workplace and Home by PHN Region



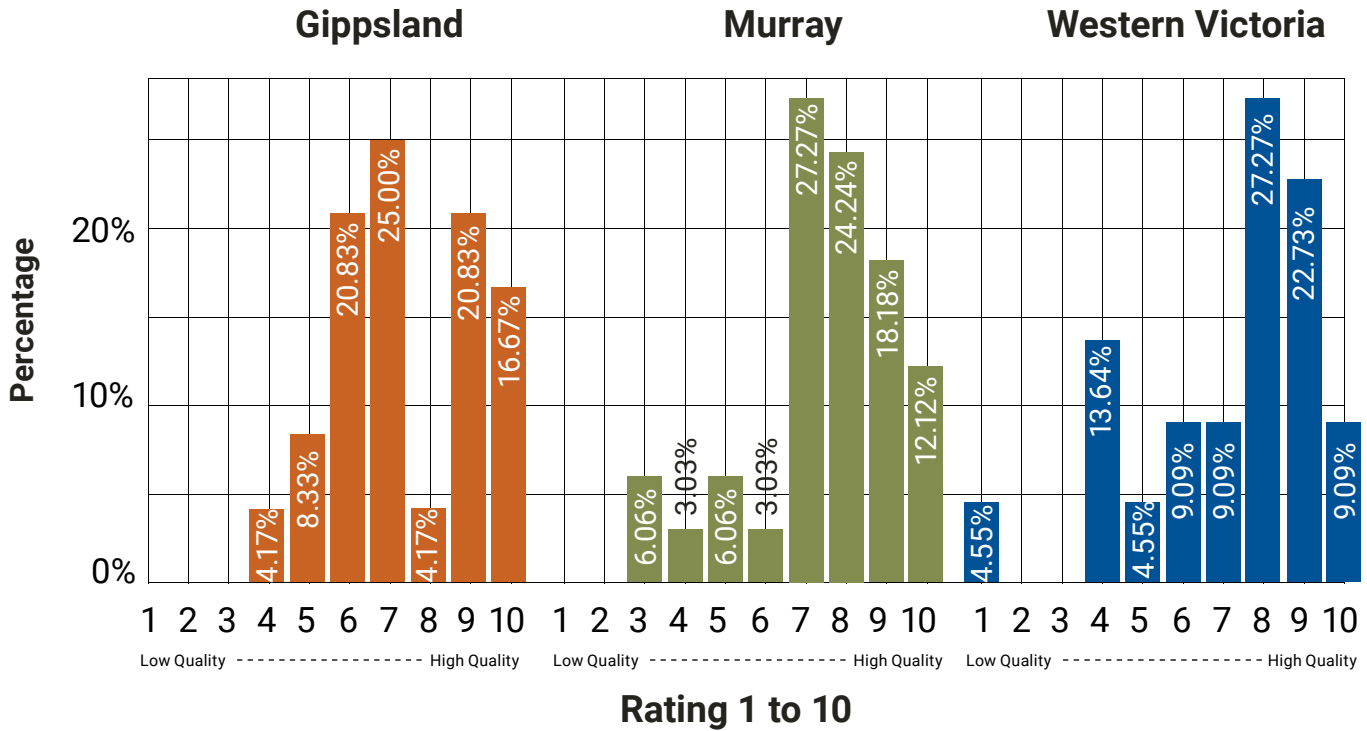
### Access to Reliable Internet at Workplace and Home across rural Victoria



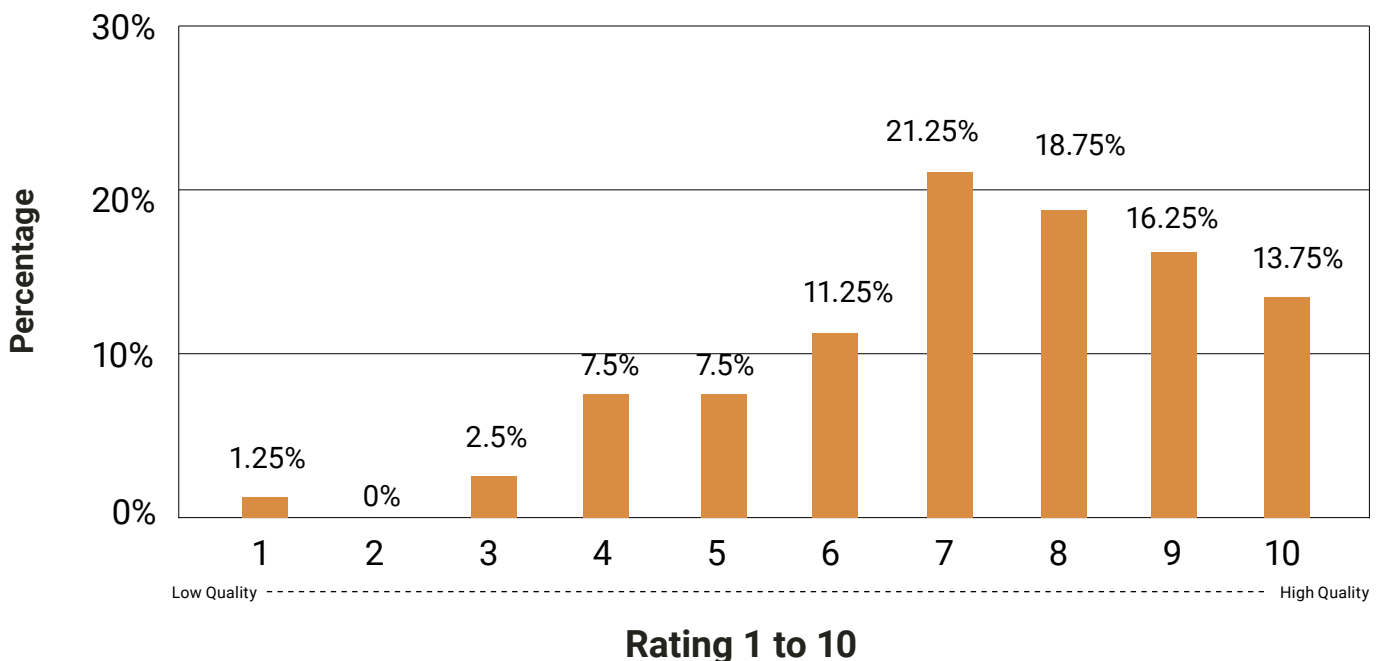
## Quality

RWAV first wanted to investigate the quality of internet access across Victoria and determine if there was a uniformity across the rural PHN regions. From the charts below, it can be seen that each PHN region has a large range of quality, with the Gippsland PHN region having a larger proportion of respondents indicating a lower quality connection relative to the other rural PHN regions.

Quality of Internet Connection at Work by PHN Region



Quality of Internet Connection at Work by across rural Victoria

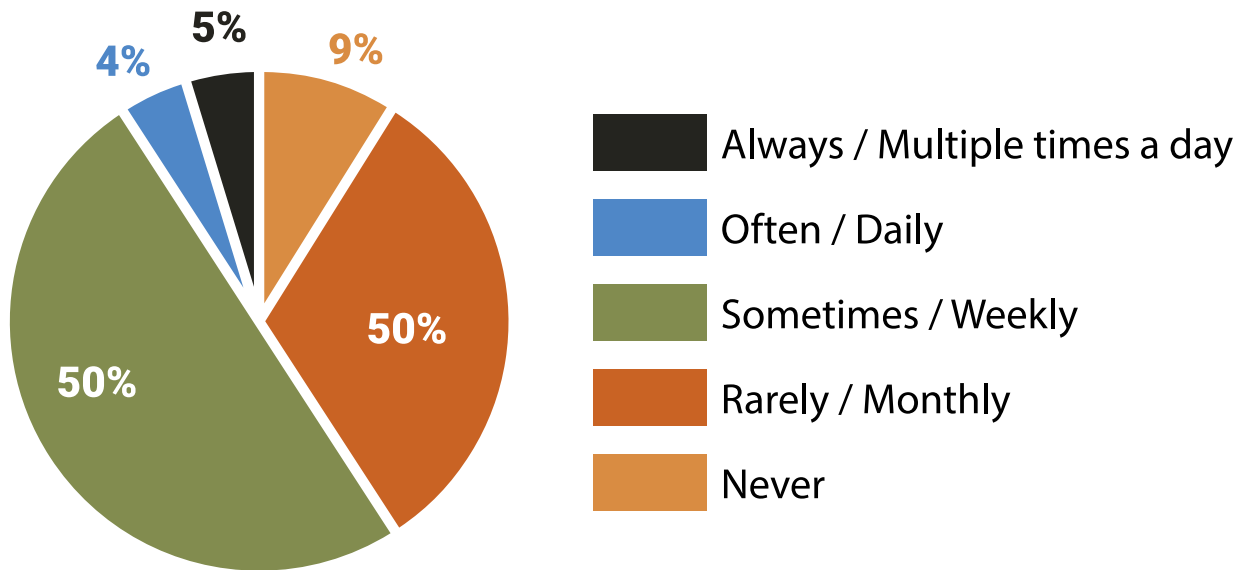


## Connectivity

RWAV also investigated the occurrence of connectivity issues during work hours. For each of the rural PHN regions, there were relatively frequent issues for the workforce, highlighting the need for better internet connectivity across all of Victoria to ensure the workforce are able to perform their roles effectively.

### Western Victoria

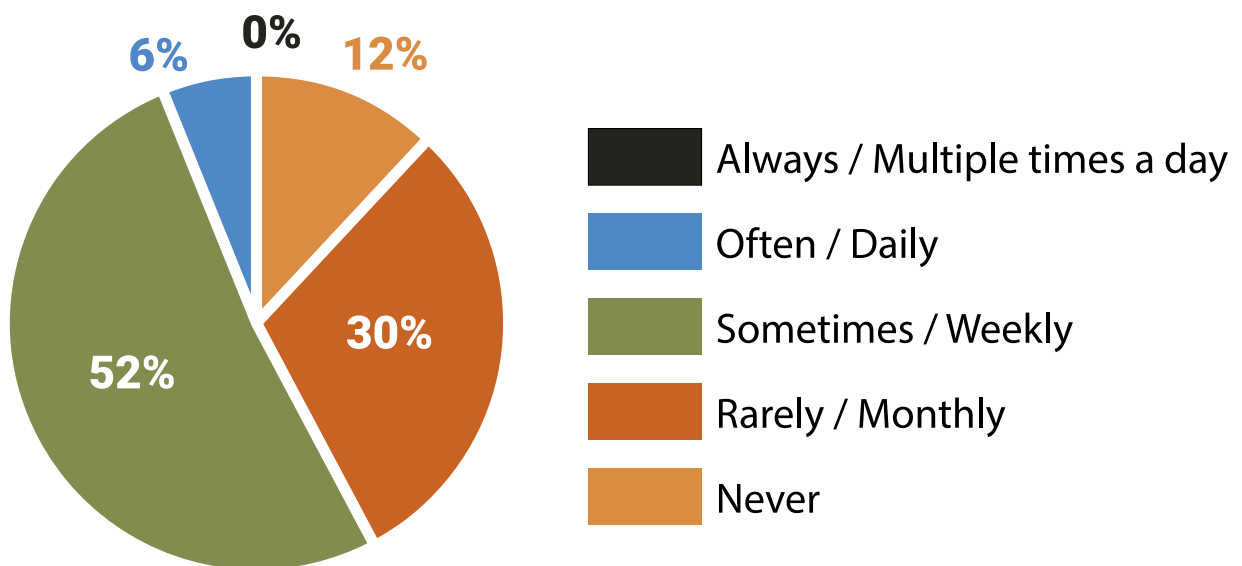
How often do you experience internet connectivity issues during work hours?



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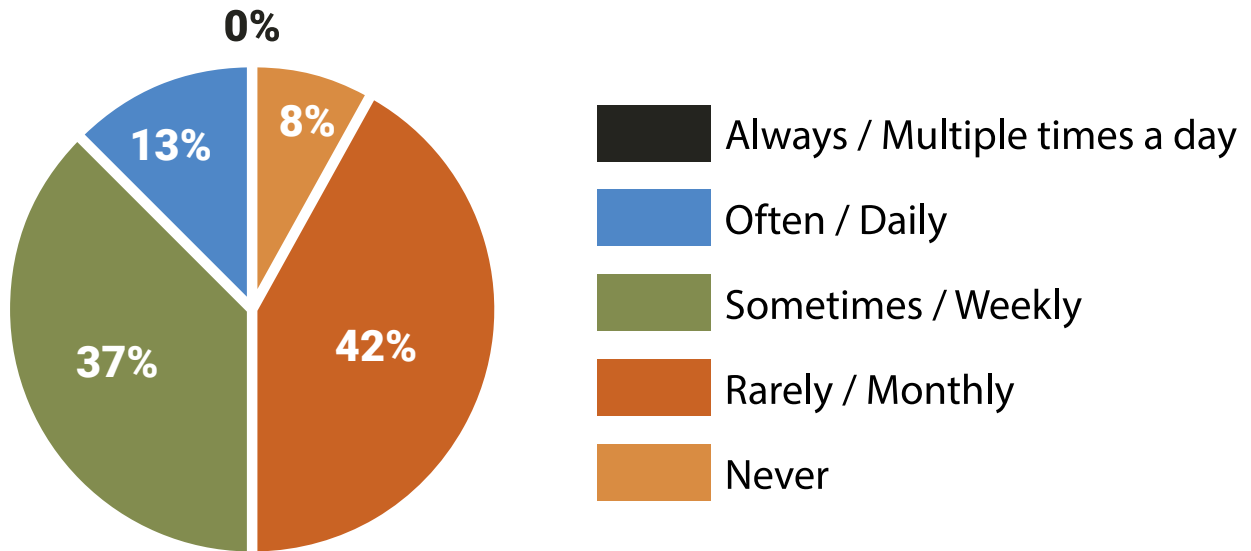
### Murray

How often do you experience internet connectivity issues during work hours?



## Gippsland

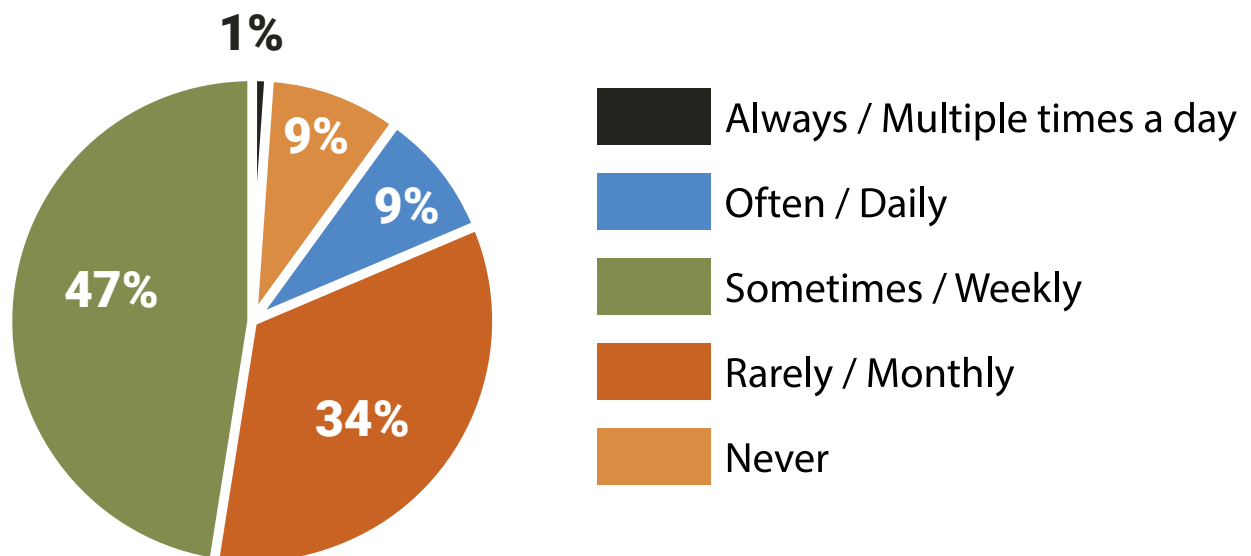
How often do you experience internet connectivity issues during work hours?



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## Across rural Victoria

How often do you experience internet connectivity issues during work hours?

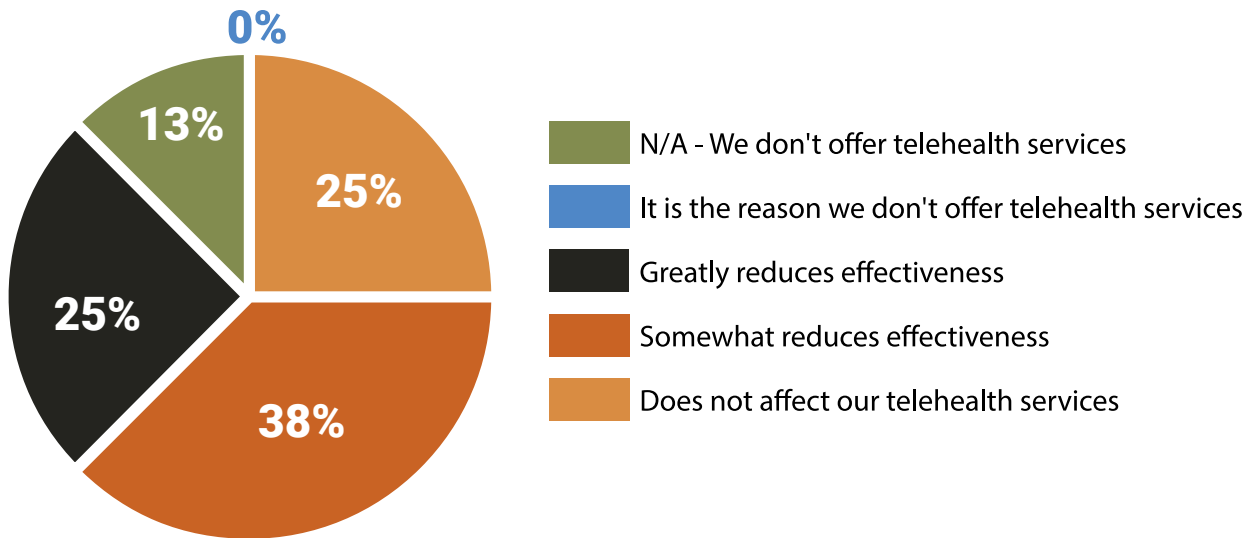


## Telehealth

Telehealth has become a large part of health care delivery, particularly since the COVID-19 Pandemic. This shift in delivery has highlighted the issues in connectivity for a large number of regions, and can greatly inhibit, or even stop some services from being delivered. This is highlighted below.

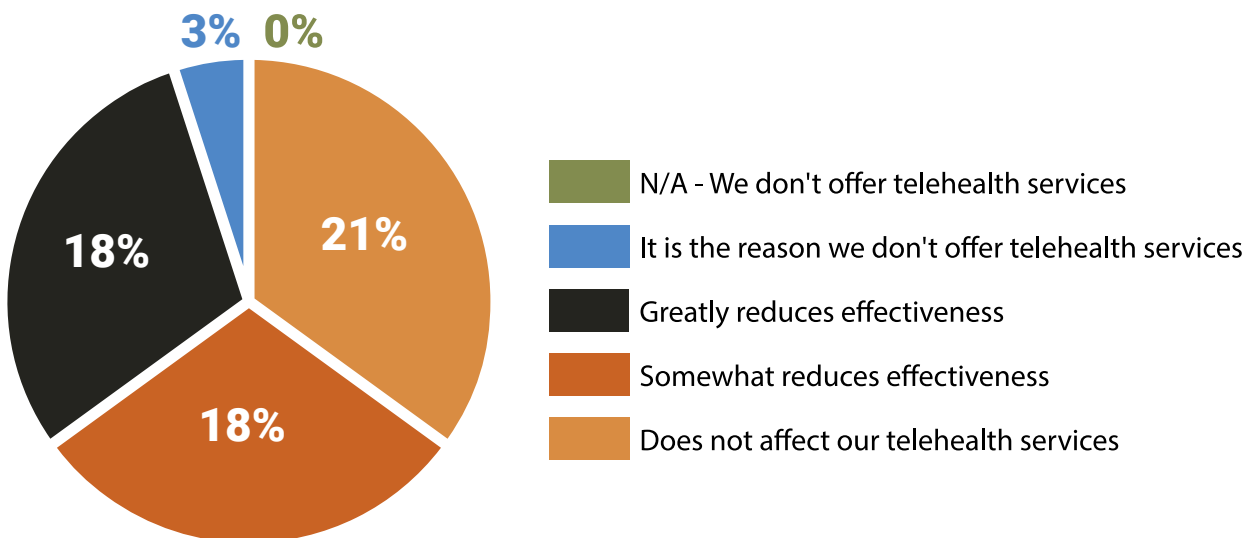
### Gippsland

Does the internet connection (speed or reliability) at your workplace affect your ability to effectively provide patients with telehealth services?



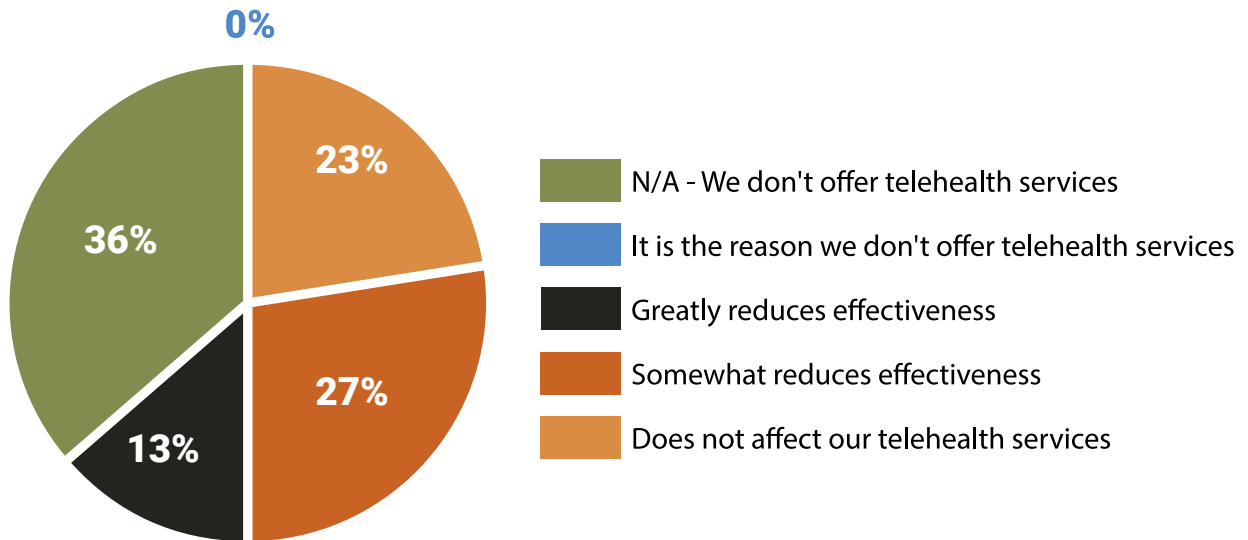
### Murray

Does the internet connection (speed or reliability) at your workplace affect your ability to effectively provide patients with telehealth services?



## Western Victoria

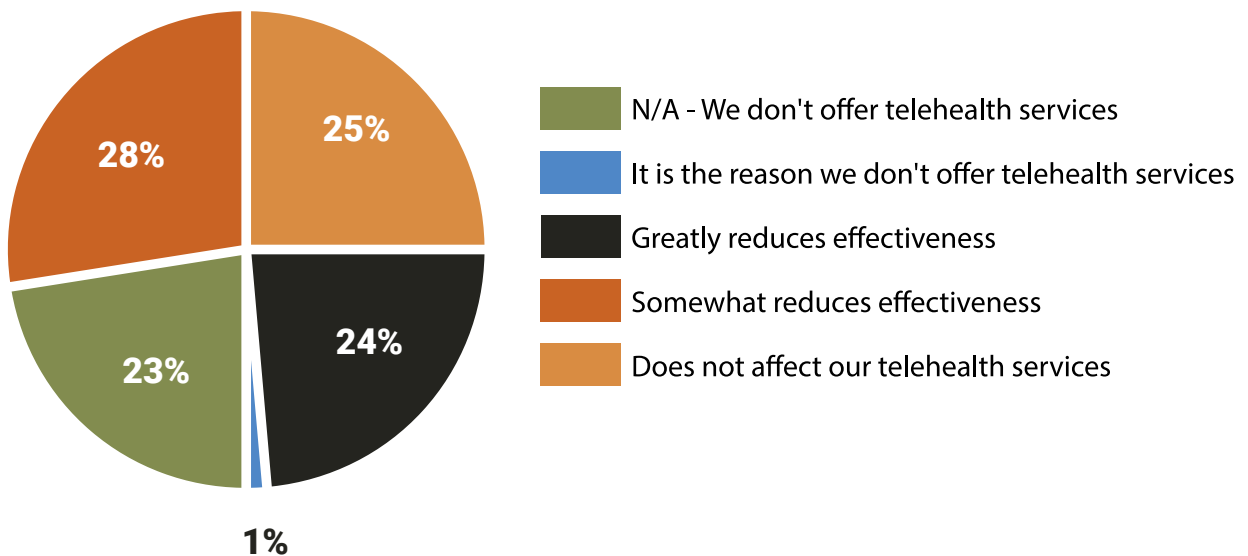
Does the internet connection (speed or reliability) at your workplace affect your ability to effectively provide patients with telehealth services?



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## Across rural Victoria

Does the internet connection (speed or reliability) at your workplace affect your ability to effectively provide patients with telehealth services?





### **Contact details**

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### **About RWAV**

RWAV improves access to quality primary care health services and other health services for rural, regional and First Nations communities across Victoria. We improve health outcomes through effective and customised health workforce solutions that are informed through partnerships, workforce and population health data, and collaboration with communities.