

# Disaster and Medical Applications

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30 November 2018 PITA – E-Applications Samoa workshop



# Telstra Ventures

Corporate Venture  
Capital arm of  
Telstra, founded 2011

21<sup>st</sup> most active  
CVC group globally  
per CB Insights  
(H1 2016)



A\$100m+ revenue  
generated through  
Telstra sales channels

Passionate about working  
with founders scaling  
great businesses

10 liquidity events to  
date with IRRs  
averaging over 50%



Typically invests in  
series B,C,D rounds

Offices in Silicon Valley,  
China and Australia

Reviewed 5,000+ investment  
opportunities

Team of 21, including  
10 investment professionals  
and 5 dedicated strategic  
synergy professionals to drive  
commercial outcomes for Telstra

Telstra uses internally  
products of investment  
companies:

ZIMPERIUM kony

DocuSign near

TeleSign box

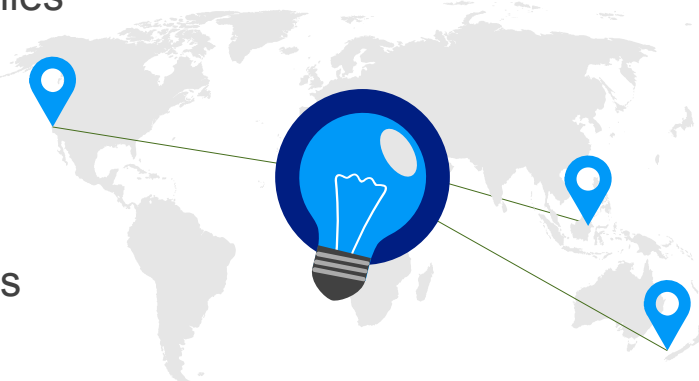
whispir. Panviva

MATRIX  
SOFTWARE

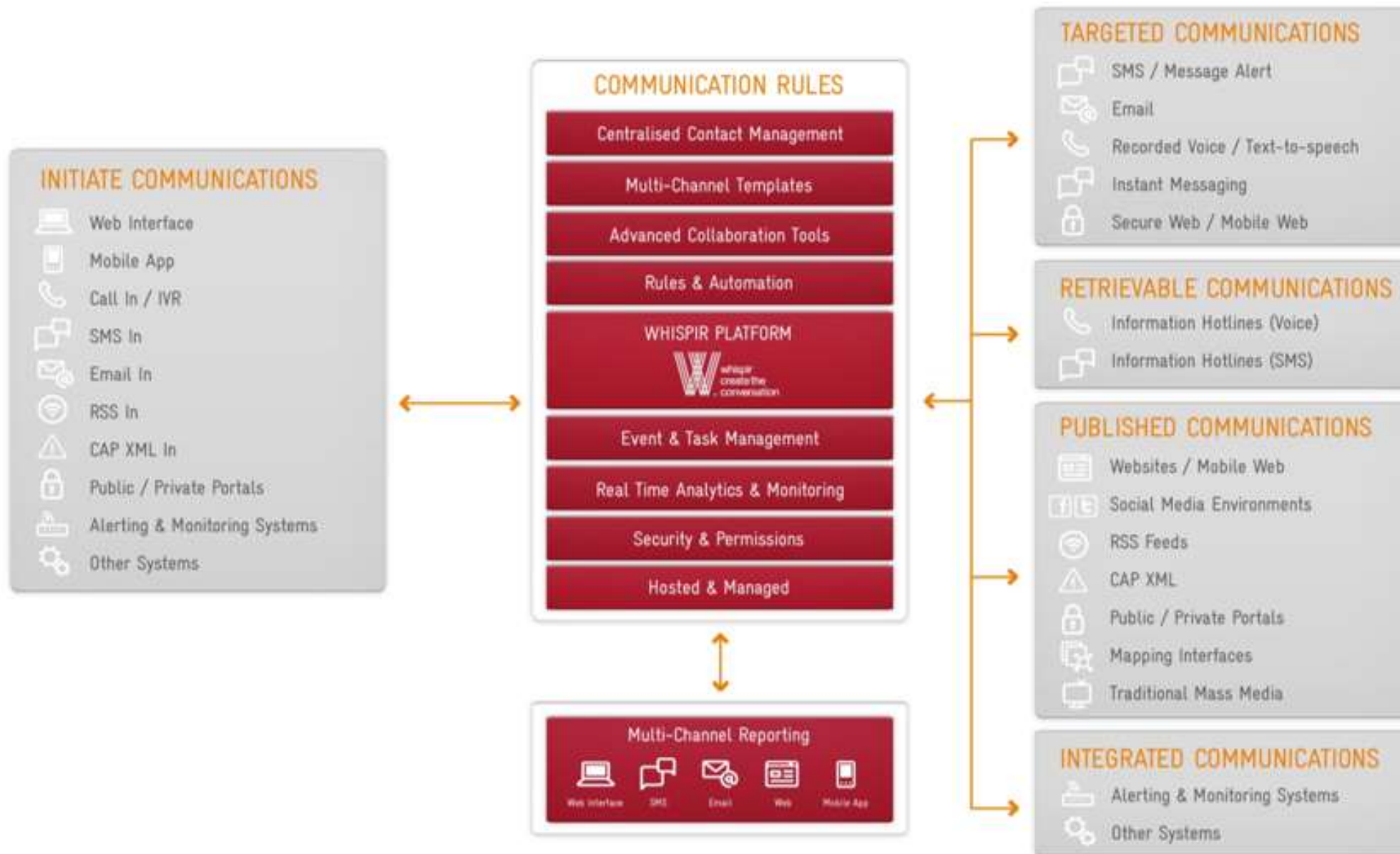
Invested A\$300M+ in 45+ leading technology companies

## Sectors

- Networking
- Cloud
- Security
- Video
- Apps
- IOT
- Big data
- AI
- VR/AR
- Drones
- Robotics
- eHealth



# whispir. Platform



# Emergency WA Notification Types

The screenshot shows the Emergency WA website interface. At the top, a red banner reads "ARE YOU BUSHFIRE READY? PREPARE NOW ▶". Below this is a navigation bar with the "EmergencyWA" logo and the "PREPARE" tab selected. The main content area displays eight notification types in a grid:

- Bushfire
- Cyclone
- Storm
- Heatwave
- Flood
- Marine Safety
- Health Emergencies
- Earthquake

The footer contains a menu for "View text version of warnings and incidents", "ABOUT THIS SITE", "FAQ", and "KEY / LEGEND", along with social media icons for Facebook and Twitter, and the Telstra logo.

# WA Government Emergency Notification Portal

Home - Emergency WA Wa... x

File Edit View Favorites Tools Help

Share Browser WebEx

**ARE YOU BUSHFIRE READY? PREPARE NOW ▶**

GOVERNMENT OF WESTERN AUSTRALIA **EmergencyWA**

PREPARE **WARNINGS & INCIDENTS** RECOVERY Call 000 in a life threatening emergency

List Both Map More

Search address... Locate Me

TYPE UPDATED

Warnings (0)  
Incidents (65)

- Active Alarm MANDURAH 2 hours ago
- Bushfire HAMILTON HILL 2 hours ago
- Road Crash MULLEWA 2 hours ago
- Bushfire BADGINGARRA 2 hours ago

Map of Australia showing emergency locations in Western Australia.

View text version of warnings and incidents

ABOUT THIS SITE | FAQ | KEY / LEGEND

TELSTRA

# Selecting the Incident

The screenshot shows the Emergency WA website interface. At the top, a red banner reads "ARE YOU BUSHFIRE READY? PREPARE NOW". Below this is the "Emergency WA" logo and navigation tabs for "PREPARE", "WARNINGS & INCIDENTS", and "RECOVERY". A search bar and "Locate Me" button are also present. The main content area features a list of incidents on the left and a map on the right. The "Incidents (3)" section is active, showing three items: "Rubbish Fire SUBIACO" (2 hours ago), "Fire SAWYERS VALLEY" (a day ago), and "Fire DANDARAGAN" (12 days ago). A detailed popup for the "Rubbish Fire" in Subiaco is displayed, providing the following information:

- Time Reported: 9:54am, Monday 23rd April
- Last Updated: 2 hours ago
- Response: Responding
- Reported near ROKEBY RD and HAY ST, in SUBIACO

The popup also includes "ZOOM" and "FAQ" options. The map shows the location of the incident in Subiaco, near the Karroun Hill Nature Reserve. The bottom of the page contains a footer with "View text version of warnings and incidents", "ABOUT THIS SITE", "FAQ", and "KEY / LEGEND".



# Zooming in to Subiaco

The screenshot shows the Emergency WA website interface. At the top, a red banner reads "ARE YOU BUSHFIRE READY? PREPARE NOW". Below this is a navigation bar with "PREPARE", "WARNINGS & INCIDENTS" (selected), and "RECOVERY". A search bar and "Locate Me" button are present. The main content area features a map of Perth, WA, with a red warning icon in Subiaco. The left sidebar shows "Warnings (0)", "Incidents (1)", and "Prescribed Burns and Burn Offs (0)". A specific incident is listed: "Rubbish Fire SUBIACO" with a fire icon and "2 hours ago". A message states: "There are 4 warnings & 25 Incidents outside of your current map view and/or filters." and a link to "Zoom out to the whole state". The footer includes "View text version of warnings and incidents", "ABOUT THIS SITE", "FAQ", "KEY / LEGEND", and social media icons. A Telstra logo is visible in the bottom right corner.

# Subiaco Satellite View

The screenshot shows a web browser window displaying the Emergency WA website. The address bar shows the URL: <https://www.emergency.wa.gov.au/#map/incident/1505616>. The website has a red header with the text "ARE YOU BUSHFIRE READY? PREPARE NOW ▶". Below the header is a navigation bar with the Emergency WA logo and three main sections: "PREPARE", "WARNINGS & INCIDENTS" (which is active), and "RECOVERY". A call to action "Call 000 in a life threatening emergency" is also present.

The main content area features a search bar with the text "Search address..." and a "Locate Me" button. Below the search bar is a filter menu with options for "TYPE" and "UPDATED". The filter menu shows "Warnings (0)", "Incidents (1)", and "Prescribed Burns and Burn Offs (0)". The "Incidents (1)" section is expanded, showing a "Rubbish Fire" incident in Subiaco, reported 2 hours ago.

The "Rubbish Fire" popup provides the following details:

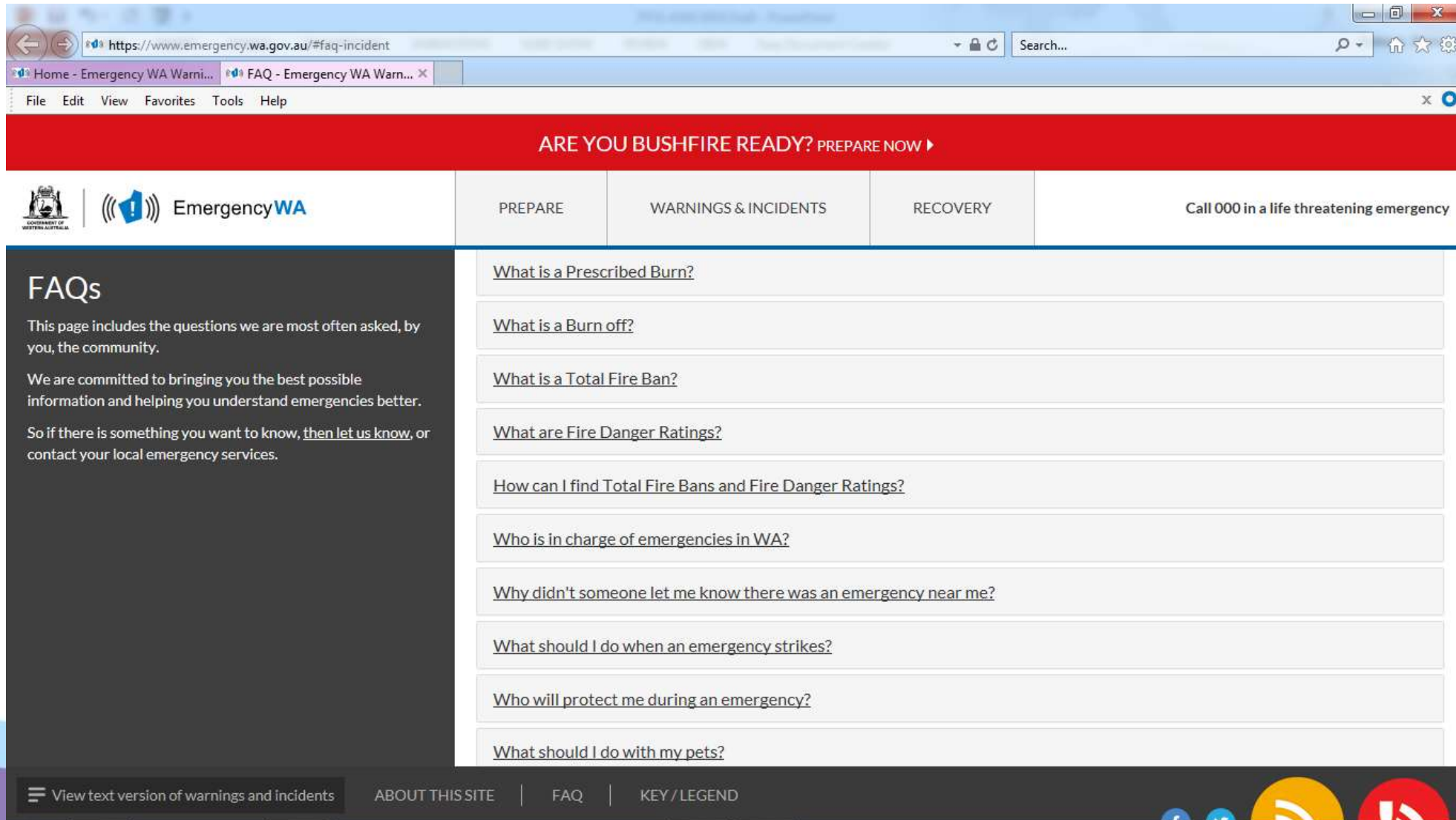
- Time Reported: 9:54am, Monday 23rd April
- Last Updated: 2 hours ago
- Response: On Scene
- Reported near ROKEBY RD and HAY ST, in SUBIACO

The popup also includes "ZOOM" and "FAQ" links. The background of the popup is a satellite map of Subiaco, showing a residential area with a large stadium (Subiaco Oval) and a green field. A small inset map labeled "Satellite" is visible in the bottom left corner of the popup.

At the bottom of the website, there is a footer with a menu icon and the text "View text version of warnings and incidents", followed by links for "ABOUT THIS SITE", "FAQ", and "KEY/LEGEND". Social media icons for Facebook, Twitter, RSS, and YouTube are also present. The Telstra logo is visible in the bottom right corner.



# Zooming in to Subiaco



The screenshot shows a web browser window displaying the Emergency WA website. The address bar shows the URL <https://www.emergency.wa.gov.au/#faq-incident>. The page features a red header with the text "ARE YOU BUSHFIRE READY? PREPARE NOW ▶". Below the header is a navigation menu with the following items: "PREPARE", "WARNINGS & INCIDENTS", "RECOVERY", and "Call 000 in a life threatening emergency". The main content area is titled "FAQs" and contains a list of frequently asked questions. The left sidebar contains introductory text about the FAQ page.

**FAQs**

This page includes the questions we are most often asked, by you, the community.

We are committed to bringing you the best possible information and helping you understand emergencies better.

So if there is something you want to know, then let us know, or contact your local emergency services.

- [What is a Prescribed Burn?](#)
- [What is a Burn off?](#)
- [What is a Total Fire Ban?](#)
- [What are Fire Danger Ratings?](#)
- [How can I find Total Fire Bans and Fire Danger Ratings?](#)
- [Who is in charge of emergencies in WA?](#)
- [Why didn't someone let me know there was an emergency near me?](#)
- [What should I do when an emergency strikes?](#)
- [Who will protect me during an emergency?](#)
- [What should I do with my pets?](#)

View text version of warnings and incidents | ABOUT THIS SITE | FAQ | KEY / LEGEND

# Storm Notification from Bureau Of Meteorology

The screenshot shows the Emergency WA website interface. At the top, a red banner reads "ARE YOU BUSHFIRE READY? PREPARE NOW". Below this is a navigation bar with "PREPARE", "WARNINGS & INCIDENTS" (selected), and "RECOVERY". A search bar and "Locate Me" button are also present. The main content area is divided into a left sidebar and a right map. The sidebar lists "Warnings (2)" and "Incidents (3)". The "Warnings (2)" section includes:

- Bushfire Advice** (20 hours ago): Great Northern Highway, approximately 140km south of PORT HEDLAND in the TOWN OF PORT HEDLAND.
- After Storm: Cancellation** (6 hours ago): Goldfields-Midlands.

The "Incidents (3)" section includes:

- Fire YULE RIVER** (4 hours ago)
- Fire SAWYERS VALLEY** (a day ago)

The map on the right shows Western Australia with several warning icons. A pop-up window for the "After Storm: Cancellation" warning is displayed, showing a lightning bolt icon, the text "After Storm: Cancellation", "Goldfields-Midlands", "6 hours ago", and buttons for "ZOOM" and "MORE INFO".

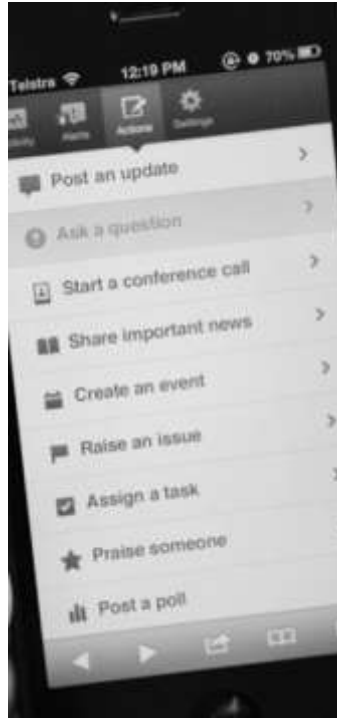


# Bureau Of Meteorology Official Information

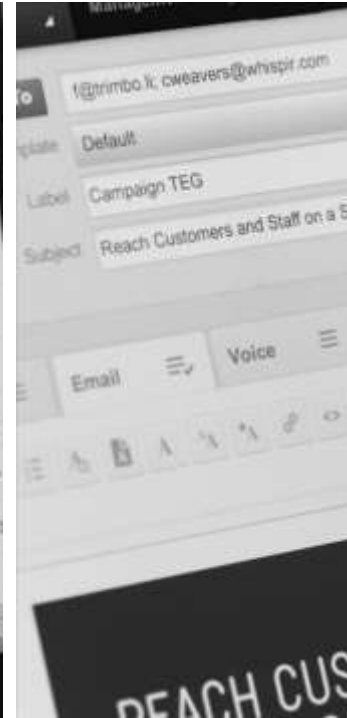
The screenshot shows the Emergency WA website interface. At the top, there is a navigation bar with 'Home - Emergency WA Wa...' and a search bar. Below this, there are tabs for 'PREPARE' and 'WARNING'. The main content area is divided into a left sidebar and a main panel. The sidebar contains a list of warnings and incidents, including 'Smoke Alert Advice', 'Bushfire Advice', and 'After Storm: Cancellation'. The main panel displays an expanded alert for 'After Storm: Cancellation - in the South Interior district'. The alert text includes: 'Please note changes throughout alert.', 'The following alert has been issued by the Department of Fire and Emergency Services (DFES).', 'Time of issue: 06:00 AM', 'Date of issue: 23 April 2018', 'Cancellation of thunderstorms warning for parts of the Goldfields-Midlands', 'As at 22/04/2018 22:56:00 the Bureau of Meteorology advises the thunderstorms warning in the South Interior district has been cancelled.', 'Severe thunderstorms are no longer occurring in WA. The immediate threat of severe thunderstorms has passed, but the situation will continue to be monitored and further warnings will be issued if necessary.', 'To date, DFES has received minimal calls for assistance.', 'WEATHER DETAILS: At 22/04/2018 22:56:00 the Bureau of Meteorology advised Severe thunderstorms are no longer occurring in WA. The immediate threat of severe thunderstorms has passed, but the situation will continue to be monitored and further warnings will be issued if necessary.', 'ROAD CLOSURES AND CONDITIONS: Some roads may be closed. Take extra care on the roads as there may be hazards including loose debris.', 'Road information may also be available by calling Main Roads WA on 138 138 or visiting www.mainroads.wa.gov.au.'



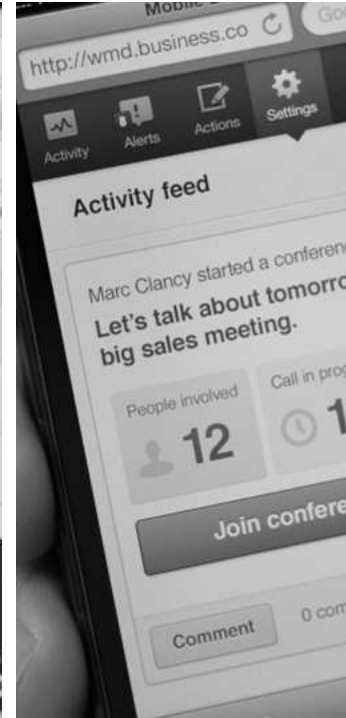
# Local Agency/Respondent Interaction



Mobile  
Tablet  
web apps



Multichannel  
authoring



Multichannel  
authoring



Maps based  
information and  
communications



Dashboards  
and reports

# CASE STUDIES + WHISPIR

## Telstra Retail Incident Management Team

Whispir is utilised for two streams when business incidents occur within Telstra

1. Utilise the Events Module to track an incident and organise the appropriate team of stakeholders to join a bridge where the incident can be immediately addressed and remedial actions planned
2. Use Whispir to communicate to impacted retail customers when incidents occur. This is high usage and could be >13m+ for a single event.

## Moreton Bay Regional Council

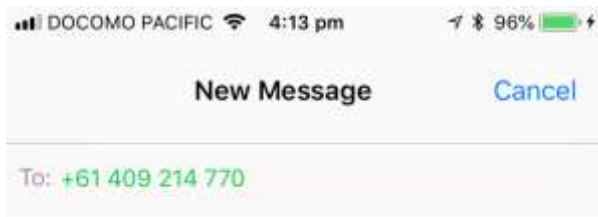
Following the severe flooding in Queensland during January 2011, Moreton Bay Regional Council realised it had an inability to effectively communicate warning messages to its residents.

A solution was required that could help provide disaster management alerts to residents and also complement existing warnings issued by the Bureau of Meteorology and other emergency service agencies.

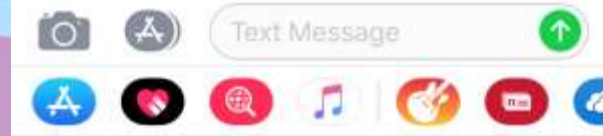
The Council engaged Telstra to help implement a more effective communications solution that could not only send out information more efficiently but also better manage its contact information.

# PITA Demonstration

Send SMS to +61 409 214 770 - PITA



You're Registered

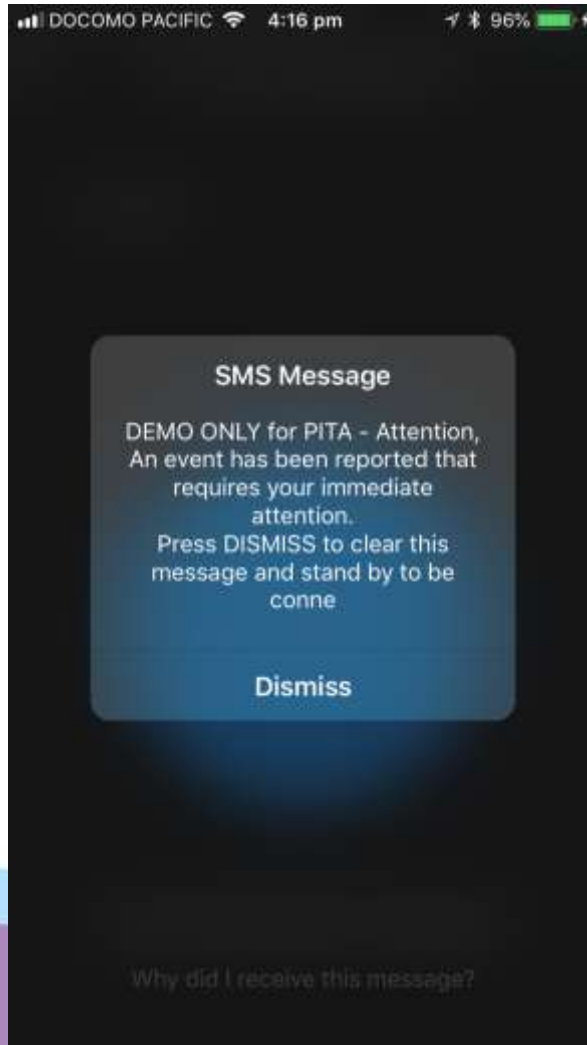


I will initiate from mobile

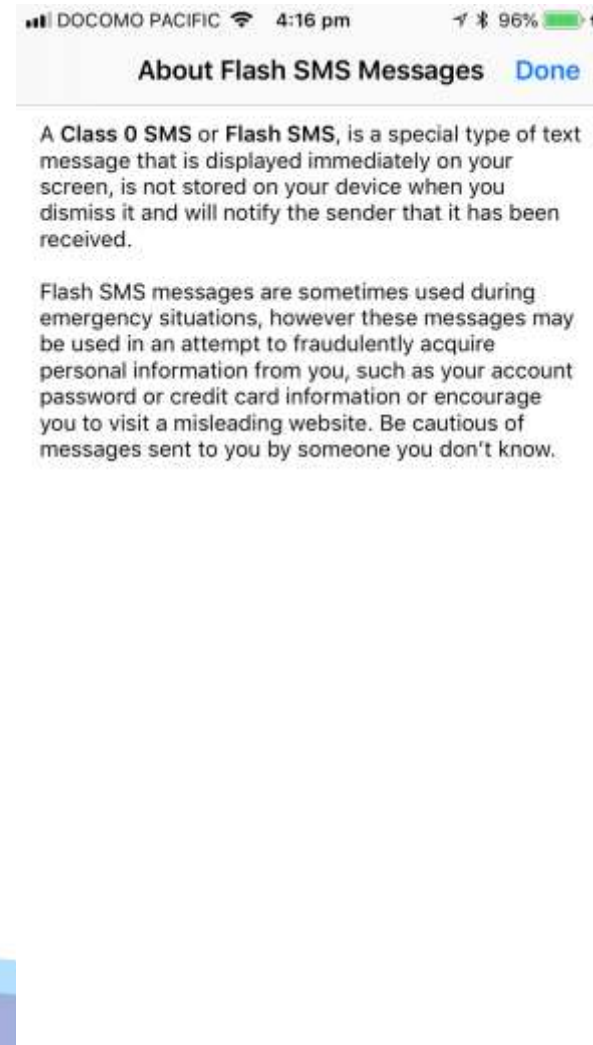


# Flash Notification

Flash Message

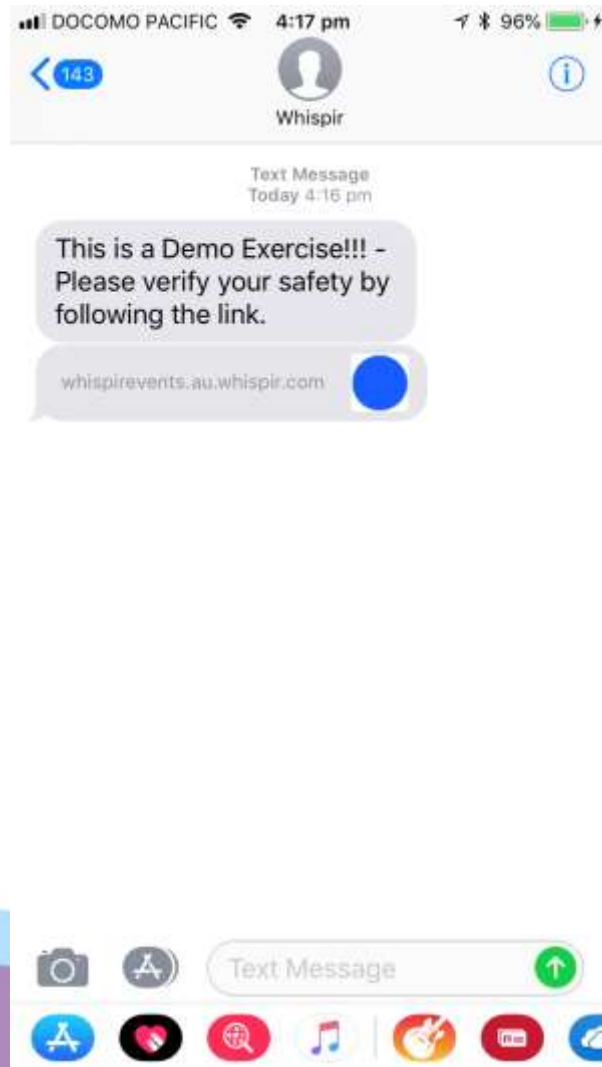


I promise is **not** fraud

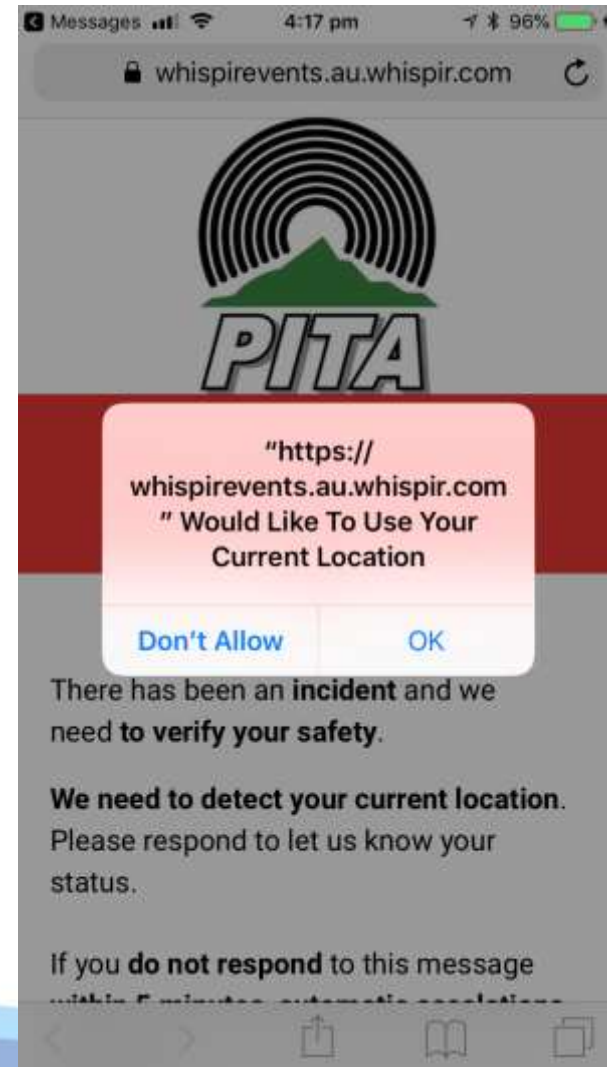


# Respond to the alert

Follow the link



Accept the location & respond





# Demonstration Site

<https://mob.ap.whispir.com/portal/richmessage/vwjPj9y/v.prtl>

## Key Pacific Region Use Cases

- Disaster awareness and response communications
- Tourism offers based on geographic location
- Government Utilities announcements

### Whispir Demo

Enter the phone numbers you wish to send message to.  
You can add multiple phone numbers separated by commas.

Phone Numbers (pls include country code)

Aviation Flight Cancelled (Flight)

Mining (Mining)

Cloud Services (Cloud)

Delivery Notification (Notify)

Emergency Response (Response)

Finance Overdue Payment (Banking)

IT Service Outage (Alert)

Local Govt Flood Alert (Government)

Marketing Survey (Marketing)

Recruitment Shift (People)

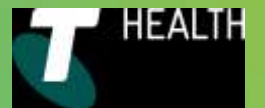
Supermarket Offer (Retail)

Utilities Works Update (Utility)

Resend Demo RPM

# Telehealth Capabilities

Telehealth Platform, Clinical Access & Coordination  
and Digital Engagement & Monitoring

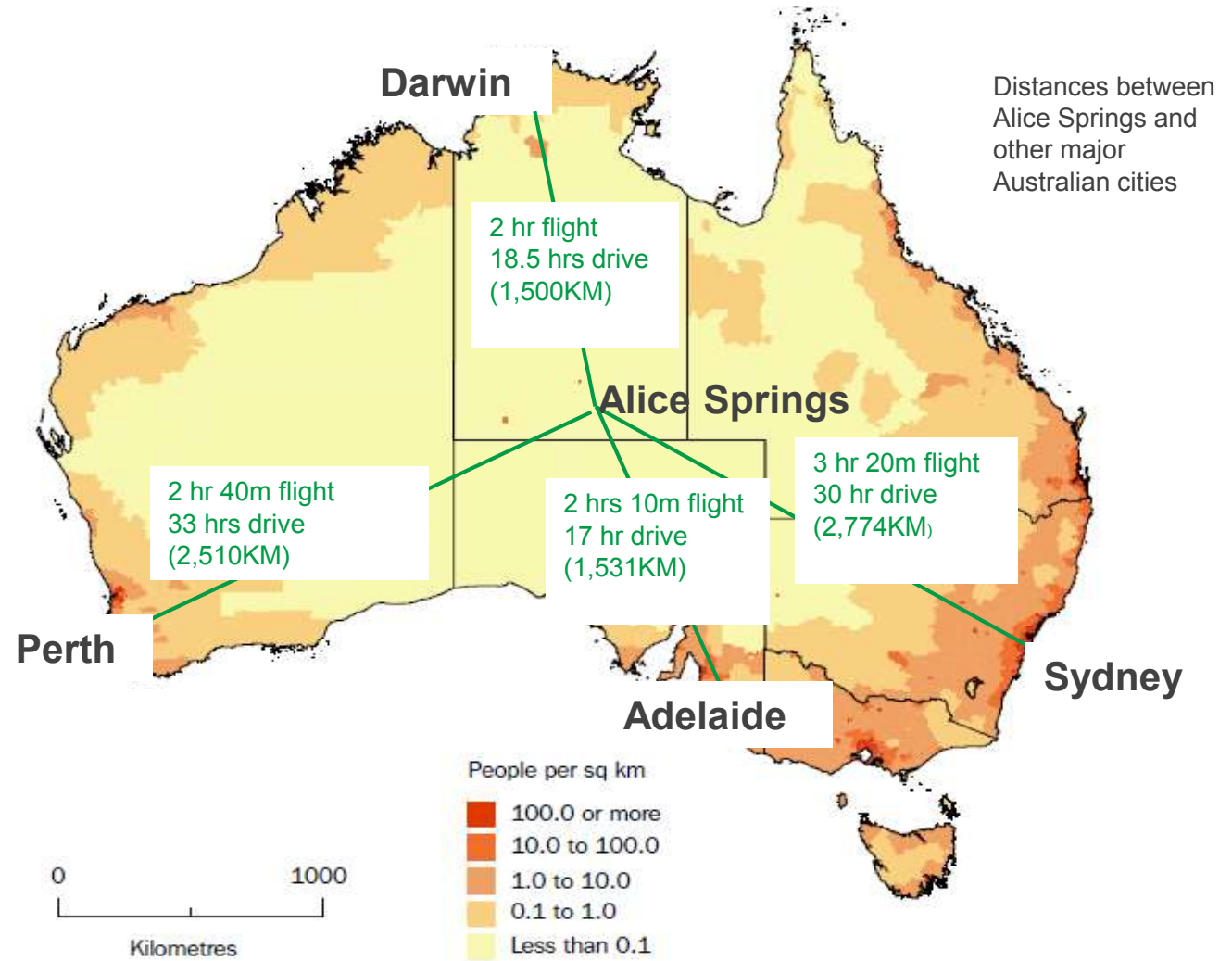


# The challenges of delivering healthcare in Australia

Access to Healthcare : Approx. 7 million Australians living in rural and remote areas. Compared to people living in metropolitan areas, those in rural and remote regions have:

- Higher prevalence of chronic illness
- Higher levels of disease and injury
- Poorer access to and use of health services
- Poorer health outcomes

*An example of a journey for a patient living in rural South Australia is 2 hours to the nearest town. Bus to Adelaide comes through at midnight – only 3 times a week and journey is 20 hours. This patient is disconnected from their family for up to one week for one specialist appointment.*



# Vision for in home care

## Medical Provider



A fully managed solution enabling focus on core business



Improved service delivery with happy, healthier, empowered clients

More efficient use of clinical staff time

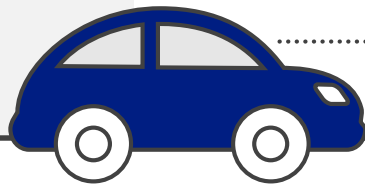


Rapidly scalable solution



Peace of mind on data security

Cost certainty through an OPEX 'as a service' business model



## Remote Nursing



Reduce home visits for simple monitoring tasks



Early warning of health issues through remote monitoring



Improved client awareness and self management

Easy engagement with clients through video



Videoconferencing with specialists while visiting clients



Stay healthier, at home, for longer

Play an active role in their own care



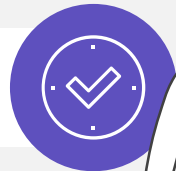
Appointment/ medication reminders

Greater preparedness for home visits



Less travel and fewer visits to hospital/ GP's

Peace of mind knowing their health is being monitored remotely



Easy video contact with carers



Greater social connection with family, friends and community groups



# Community Care Industry Update

“return on investment of a telemonitoring initiative ... would be in the order of five to one by reducing demand on hospital inpatient and outpatient services, reduced visits to GPs, reduced visits from community nurses and an overall reduced demand on increasingly scarce clinical resources” CSIRO (2016)



**40% reduced mortality rate**



**24% cost savings** to the healthcare system through few GP visits, specialist visits and procedures



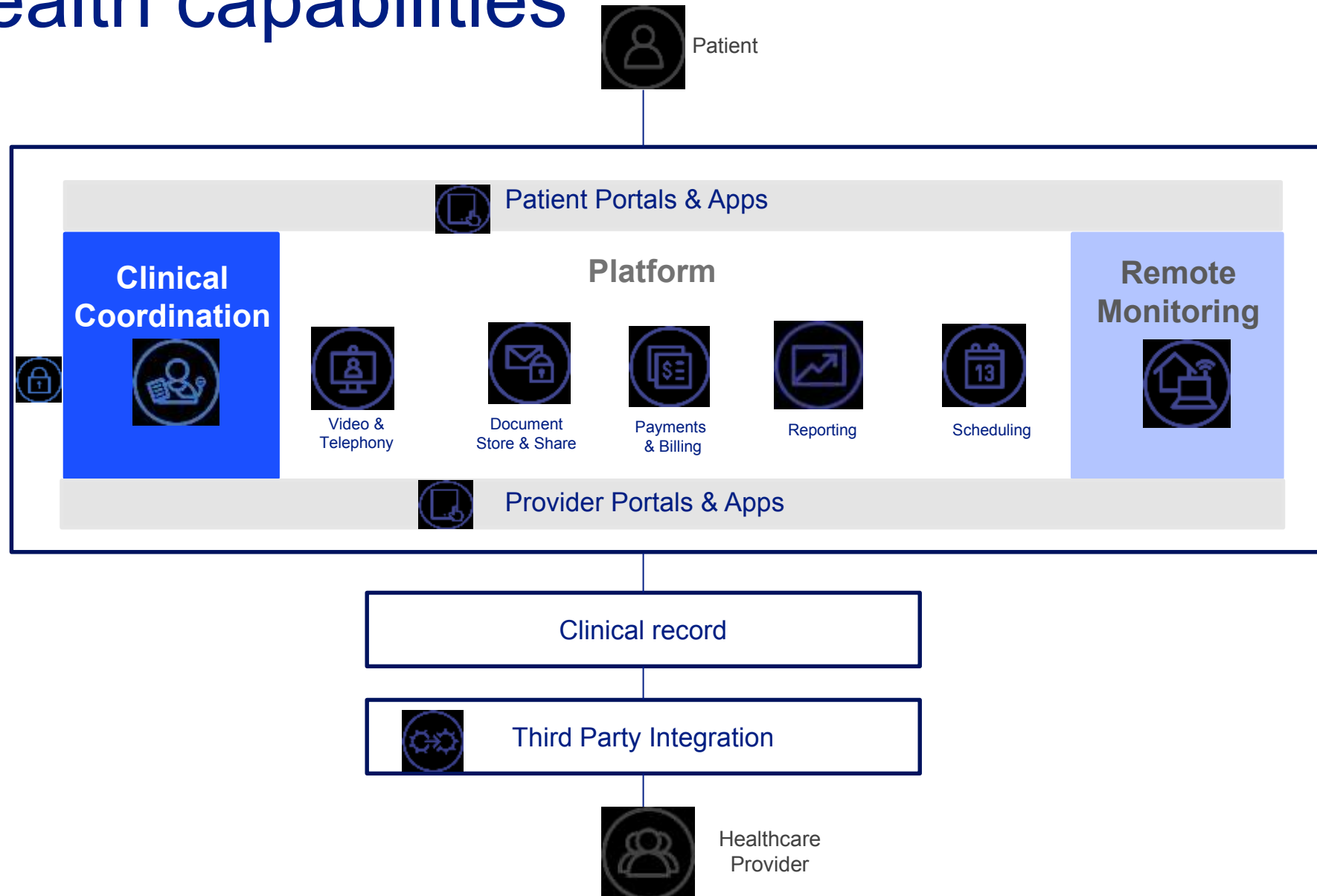
**36% decrease in hospital admissions**



Clients have reported improvements in anxiety, depression, quality of life and better understanding of their chronic conditions



# Telehealth capabilities



# Consumer and family portal

The image displays three overlapping screenshots of a consumer and family portal interface.

**Top Screenshot (Navigation Bar):** A dark purple navigation bar with the following links: Home, My Photos, My Videos, My Health & Well-being, My Interests (highlighted), My Team, My Messages, and Technical Support.

**Middle Screenshot (My Health Section):** A dark blue header with 'Home', 'My Health', and 'My Care'. Below it, the 'My Health' section features three main categories, each with an icon and a brief description:

- Medication:** Includes a list of your dosages and prescriptions.
- Health Reading:** Monitor your health and readings from your devices.
- Allergies:** Keep your medical detail up-to-date with this list of allergy detail. It could save your life in an emergency.

**Bottom Screenshot (My Care Section):** A dark blue header with 'Home' and 'My Health'. Below it, the 'My Care' section features two main categories, each with an icon and a brief description:

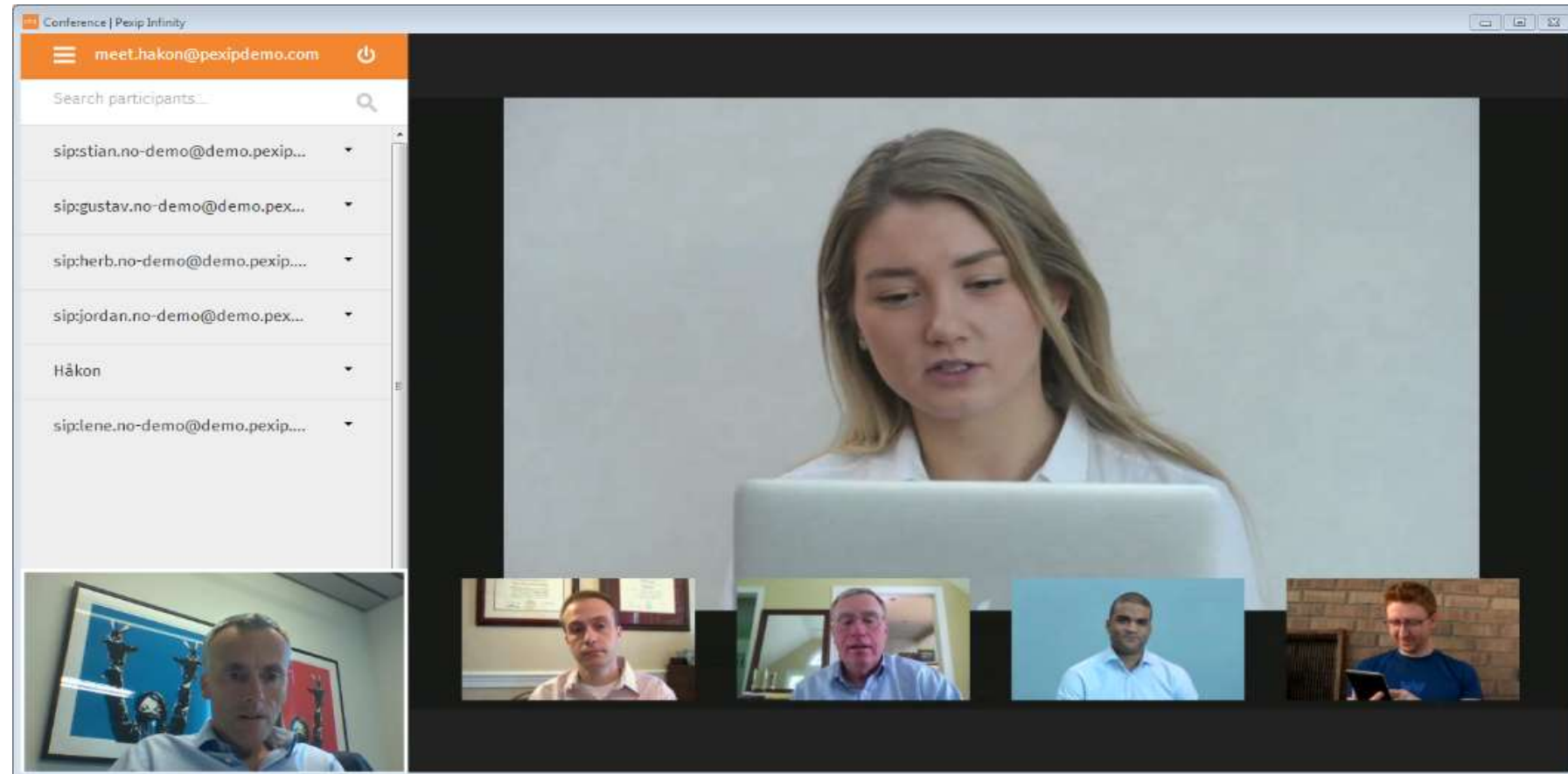
- Appointments:** Keep on top of your appointment times and actions.
- Care Plans:** Track your tasks and goals relevant to your conditions. This is the plan that helps maximise your health.

**Right Screenshot (My Interests Section):** A dark purple header with 'My Interests'. Below it, the 'My Interests' section features six categories, each with an icon and a brief description:

- News:** Keep yourself up to date with the latest news stories.
- Memory Games:** Games to keep you entertained.
- Wikipedia:** Online Encyclopedia.
- The Senior:** News and current events related to seniors.
- Coles Online:** Order your groceries online.
- Taste:** Australian recipes.
- Ted Talks:** Informational videos on all sorts of topics.

# Video Conferencing


- Face to face communication between consumers, their families and providers
- Schedule and manage single/multi party video conferencing
- Based on WebRTC standard to enable access using a browser, mobile app (anytime, anywhere)
- No installed application or intervention from consumer (e.g. Skype)
- Interoperates with Lync, Polycom and CISCO high end VC services used by call centres





# Remote Monitoring

Monday 11:31am

 **Health Journal** Step 2


Do you have a cough?

No

Yes, a dry cough


Yes, a chesty cough

[< back](#) **Next**

 **Blood Glucose - Overview** CLOSE


Your last reading on  
15 October 09:29 AM **5.1** mmol/L

Your overall Score **GOOD**

 **PLAY**

Measure your blood glucose using the kit to prick your thumb then, add a drop of blood.

[VIEW HISTORY](#) [OVERVIEW](#) [MANUALLY ADD](#)

 **Weight - History** CLOSE

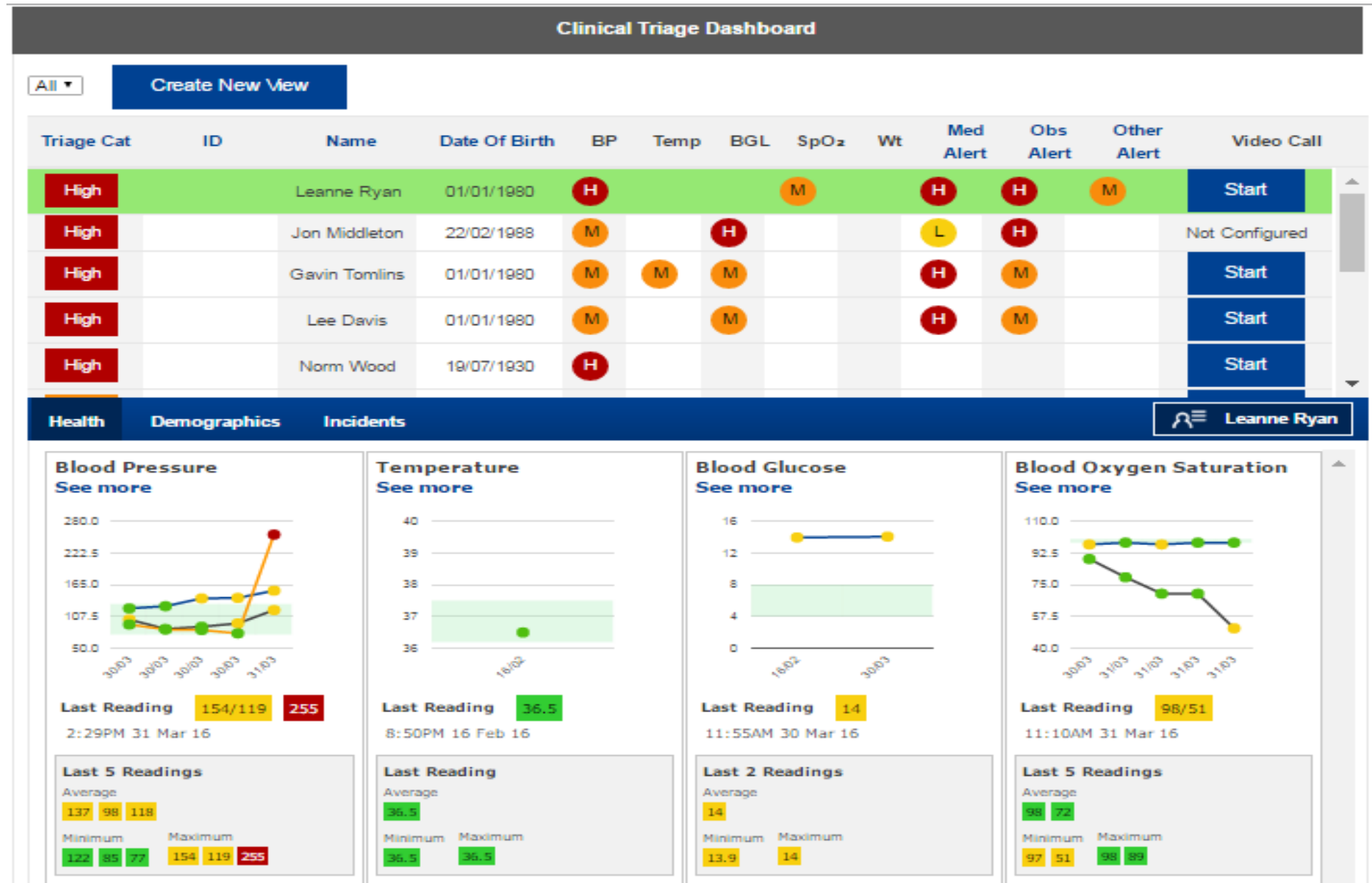
| DATE    | TIME     | READING |
|---------|----------|---------|
| 15 Oct  | 10:50 am | 82 kg   |
| 7 Oct   | 11:50 am | 85 kg   |
| 30 Sept | 10:50 am | 87 kg   |
| 23 Sept | 11:50 am | 90 kg   |
| 7 Sept  | 11:50 am | 96 kg   |

**TREND GRAPH**

**VIEW HISTORY** **OVERVIEW** **MANUALLY ADD**

# Triage dashboard (Monitoring Community Health )

- Secure web hosted portal
- Uploads data immediately once synchronization has completed
- Coloured 'bubbles' show the consumer risk level – severity
- Customizable layout
- Initiate video conference capability
- Alerts for specific tasks



# A constant companion

## Simple

Removes clutter and tech-speak  
Improves navigation and notifications  
Tailored to the physical requirements of a senior

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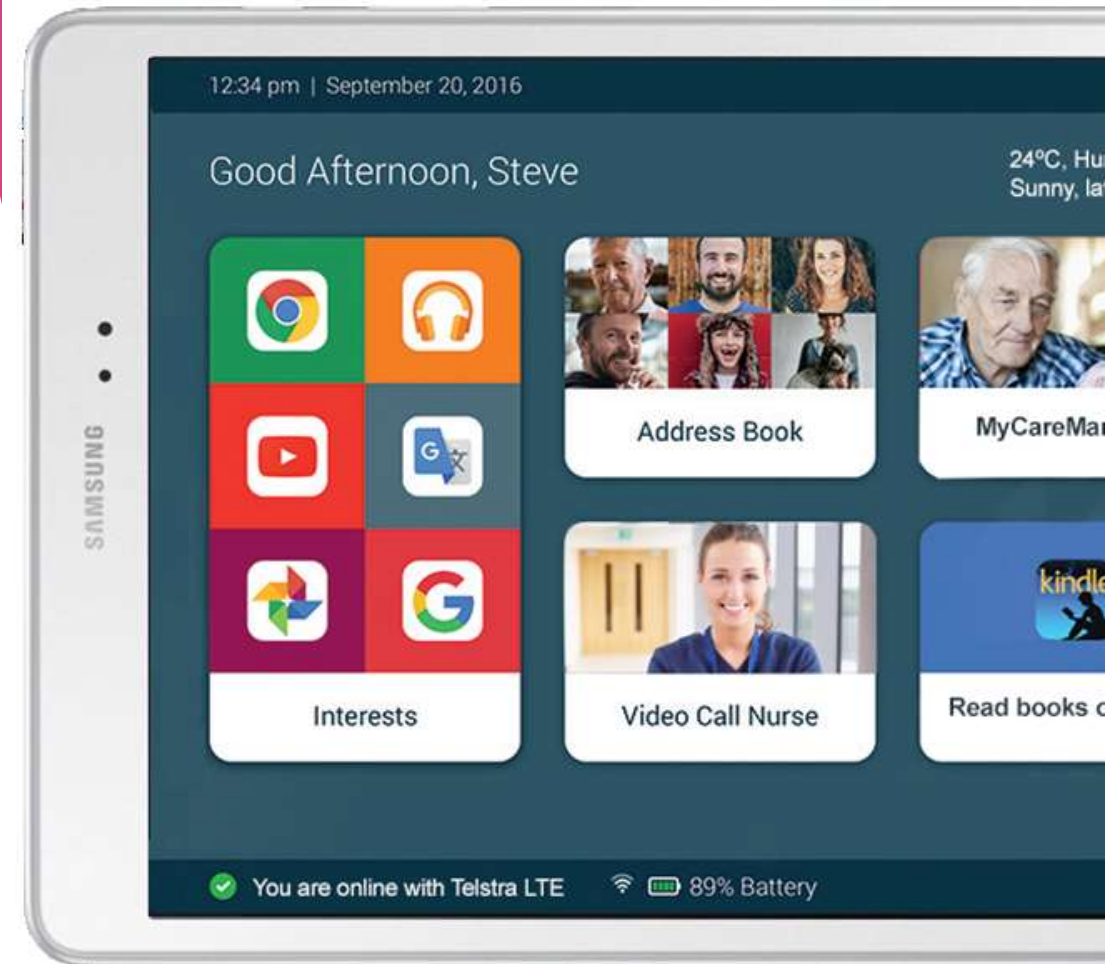
## All about the user

Individually personalized  
Loaded with content, applications and personal accounts upon arrival

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## Easy to handle

Accessible touch-screen interface for seniors  
Adjusts for limitations in vision and dexterity



Thank you

## **Check a live active disaster management site:**

<https://www.emergency.wa.gov.au/>

<http://emergency.vic.gov.au/respond/>

## **More about Telstra Ventures:**

<https://www.telstraglobal.com/ventures/>