



National Telehealth & Virtual Care Conference

by informa...

31 MARCH – 1 APRIL 2026 | SWISSOTEL SYDNEY

INTERNATIONAL KEYNOTE:



Glynis Sandland, *Chief Executive Officer,*
Whakarongorau Aotearoa / New Zealand Telehealth Services 

SPEAKERS INCLUDE:



Dr Angela Jackson, *Commissioner,*
Productivity Commission



Dr Shannon Nott, *Executive General Manager – Health & Clinical Services and Chief Medical Officer,*
Royal Flying Doctor Service (South Eastern Section)



Richard Taggart, *Chief Executive, eHealth NSW & Chief Information Officer,*
NSW Health



Kristen Short, *Director – Partnerships and Innovation,*
South Western Sydney PHN



Claire Bertenshaw, *Deputy Medical Director,*
Queensland Ambulance Service



Chrissie McNally, *Telehealth Coordinator CNC,*
Central Queensland Hospital and Health Service



Paul Tait PhD, *Senior Program Manager – Research,*
SA Virtual Care Service



Judith Smith, *Director Professional Development, The Australian College of Nursing & Chair, Telehealth Nursing and Midwifery Consortium*



Cathie La Riviere, *Virtual Health Manager,*
Mackay Hospital and Health Service



Dr Rachel David, *Chief Executive Officer,*
Private Healthcare Australia



Ryan Hutton, *Manager – Provider Networks,*
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Dr Samantha Clune, *Senior Research Fellow,*
Australian Institute for Primary Care & Ageing (AIPCA), La Trobe University



Dr Neel Gobin, *Regional Director of Medical Services,*
Hunter New England Local Health District (NSW)



Julia Schmidtke, *Nursing Director- patient transfer and integrated care,*
Ambulance Tasmania



Shelley Peardon, *Allied Health Director, Health Contact Centre,*
Queensland Health



Dr Shaun Hosein, *Clinical Director – Virtual and Integrated Care,*
Metro South Hospital and Health Service



Donna Parkes, *Stream Lead, Virtual Care,*
NSW Agency for Clinical Innovation



Associate Professor Tam C. Nguyen, *Deputy Director Research,*
Monash Health

PLUS PRE-CONFERENCE WORKSHOP | 30 MARCH 2026, SWISSOTEL SYDNEY | 9:00AM – 12:00PM

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National Telehealth & Virtual Care Conference

Tuesday 31 March 2026

DAY 1

8:15 Registration & Morning Coffee

8:50 **DAY ONE OPENING**

8:55 **Opening remarks from the Chair**

Associate Professor Tam C. Nguyen, *Deputy Director Research, St Vincent's Hospital Melbourne*

9:00 **OPENING KEYNOTE | Insights from the Productivity Commission's latest report on the care economy and virtual care**

Dr Angela Jackson, *Commissioner, Productivity Commission*

9:30 **KEYNOTE | Emergency Telemedicine**

Dr Shannon Nott, *Executive General Manager – Health & Clinical Services and Chief Medical Officer, Royal Flying Doctor Service (South Eastern Section)*

10:00 **IN CONVERSATION | Voices in Virtual Care: A Consumer Conversation**

Moderator: Donna Parkes, *Stream Lead, Virtual Care, NSW Agency for Clinical Innovation*

10:30 **SESSION SPOTLIGHT | How could we implement national safety and quality standards for telehealth?**

Dr Matt Vickers, *Clinical Director, Eucalyptus*

Lyndon Goddard, *Senior Legal Counsel & Head of Public Policy, Eucalyptus*

eucalyptus

10:50 Networking Break & Morning Tea

11:20 **Reimagining Mental Health Care: Virtual Innovation for Complex Needs**

Brooke O'Callaghan, *Nursing Director Digital Transformation and Delivery, West Moreton Health, Queensland Health*

Jessica Lawson, *Clinical Nurse, The Living Well Team, West Moreton Health, Queensland Health*

11:50 **INNOVATION SHOWCASE**

12:10 **Telehealth Credentialing: Ensuring practitioners meet standards for virtual care delivery**

Australian Health Practitioner Regulation Agency

12:40 Networking Lunch

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Lily Doherty, Sponsorship Manager on +61 2 9080 4340 or email: Lily.Doherty.AU@informa.com

13:40 **PANEL | The next frontier in Telehealth innovation**

Telehealth has revolutionized healthcare delivery, but its full potential remains untapped. This panel will explore the next wave of telehealth innovation, focusing on overcoming current limitations, leveraging emerging technologies, and fostering collaboration among stakeholders. By addressing disparities in adoption and advancing technological solutions, this discussion aims to chart a path toward more equitable, efficient, and impactful virtual care delivery.

- What are the current limitations of telehealth platforms, and what technological advancements are needed to address them?
- How can emerging technologies help address disparities in telehealth adoption?
- How can all stakeholders collaborate to drive meaningful change in virtual care delivery?

Richard Taggart, *Chief Executive, eHealth NSW & Chief Information Officer, NSW Health*

Kristen Short, *Director - Partnerships and Innovation, South Western Sydney PHN*

14:20 **Virtual Care in Ambulance Services**

Claire Bertenshaw, *Deputy Medical Director, Queensland Ambulance Service*

Sam Herring, *Director Clinical Hub, Queensland Ambulance Service*

14:50 **Bridging Distances: Enhancing Regional and Rural Care with Virtual Theatre Support**

Chrissie McNally, *Telehealth Coordinator CNC, Central Queensland Hospital and Health Service*

15:20 Networking Break & Afternoon Tea

15:50 **Building Health Services Research Capacity and Capability: Getting Started Is Hard**

Paul Tait PhD, *Senior Program Manager - Research, SA Virtual Care Service*

16:20 **Telehealth Nursing and Midwifery Consortium**

Judith Smith, *Director Professional Development, The Australian College of Nursing & Chair, Telehealth Nursing and Midwifery Consortium*

16:50 **IN CONVERSATION | Public-Private Partnerships in Virtual Care**

- How can PPPs address the digital divide and ensure equitable access to virtual care?
- What are the best practices for aligning public and private sector goals in telehealth initiatives?
- How can governments and private companies work together to build trust and ensure data security in virtual care?
- What role do PPPs play in integrating virtual care with traditional healthcare systems to create a seamless continuum of care?

Cathie La Riviere, *Virtual Health Manager, Mackay Hospital and Health Service*

17:20 Closing Remarks from the Telehealth Chair

17:25 End of Day 1 & Networking Drinks



National Telehealth & Virtual Care Conference

Wednesday 1 April 2026

DAY 2

8:30 Registration & Morning Coffee

8:50 **DAY TWO OPENING**

8:55 **Opening remarks from the Chair**

Dr Shaun Hosein, *Clinical Director - Virtual and Integrated Care, Metro South Hospital and Health Service*

9:15 **INTERNATIONAL KEYNOTE | Clinical Governance for AI in Mental Health Crisis Response: What we're learning**



Glynis Sandland, *Chief Executive Officer, Whakarongorau Aotearoa / New Zealand Telehealth Services*

9:45 **EXECUTIVE PANEL | The Future of Care: Hospital in the Home and Telehealth**

This panel will explore the evolving landscape of healthcare delivery, focusing on Hospital in the Home (HITH) and Telehealth as complementary models to traditional in-person care. As healthcare systems strive to meet the growing demand for accessible, efficient, and patient-centered care, the convergence of these approaches offers a transformative opportunity to redefine how and where care is delivered. The discussion will address key questions such as:

- How can HITH and telehealth work together to create a seamless continuum of care?
- What are the technological, operational, and regulatory challenges in integrating these models?
- How can these innovations improve patient outcomes, reduce healthcare costs, and enhance accessibility for diverse populations?

10:30 **CASE STUDY | Ready, Set, Go – Rapid Health Service Responses for Queenslanders**

Shelley Peardon, *Allied Health Director, Health Contact Centre, Queensland Health*

11:00 **INNOVATION SHOWCASE | Beyond hospital walls – reducing admissions and delivering care at home**

Healthcare organisations are rethinking how and where care is delivered. This session explores how technology-enabled models, supported by platforms like CareMonitor, are reducing unnecessary hospital admissions and enabling safe, effective care at home when hospital-level support is needed. We'll share practical insights from diverse implementations and what's driving better outcomes for patients and providers.

- Understand the shift from keeping patients out of hospital to safely delivering hospital-level care at home, and the role technology plays in making this possible.
- Explore how digital care models are being implemented, and the role technology plays in supporting prevention, chronic disease management, and acute care at home.
- Learn what's driving better outcomes across these models, including improvements in patient experience, operational efficiency, and scalability.

Deepak Biswal, *Chief Executive Officer, Care Monitor*



11:30 Networking Break & Morning Tea

12:00 **INNOVATION SHOWCASE**

12:20 **PANEL | Advancing policy and funding**

Dr Rachel David, *Chief Executive Officer, Private Healthcare Australia*

Ryan Hutton, *Manager - Provider Networks, nib*

13:00 **Telehealth, virtual care and our collective humanity: Can the Humanities help us?**

Dr Samantha Clune, *Senior Research Fellow, Australian Institute for Primary Care & Ageing (AIPCA), La Trobe University*

Prof Raelene Wilding, *Professor of Sociology, La Trobe University*

13:30 Networking Lunch

14:30 **BREAKOUT – INDUSTRY ROUNDTABLES**

Join us for an engaging roundtable (RT) discussion featuring 2 to 3 esteemed featured speakers and a moderator. The discussions are meant to be very organic, interactive and aims to foster exchange of ideas, highlight best practices. Attendees will also have the opportunity to participate in the conversation, ask questions, and contribute their perspectives.

INDUSTRY RT1

Taxonomy of Virtual Care & HITH

Do we need systematic classification of healthcare delivery models between virtual care and HITH?

Kylie Houlihan, *Director Digital Healthcare and Innovation, Queensland Ambulance Service*

INDUSTRY RT2

Workforce Development: Addressing workforce shortage

What key strategies can be implemented to address the shortage of healthcare professionals while effectively integrating virtual care into existing workflows?

Dr Neel Gobin, *Regional Director of Medical Services, Hunter New England Local Health District (NSW)*

INDUSTRY RT3

Multidisciplinary Collaboration: How or what can we do better?

How can multidisciplinary collaboration be leveraged to enhance the integration and effectiveness of HITH and telehealth services?

Catherine Murray, *Manager, Clinical Governance and Quality, Healthdirect Australia*

Julia Schmidtke, *Nursing Director- patient transfer and integrated care, Ambulance Tasmania*

15:10 **Someone from Industry RT sessions share the top 3-5 key takeaways that was discussed in their RT**

15:25 Closing Remarks from the Chair

15:30 Closing of the Conference & Afternoon Tea

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2 day conference pass	\$1,995	\$199.50	\$2,194.50	\$800	\$2,395	\$239.50	\$2,634.50	\$2,795	\$279.50	\$3,074.50
Health Professional 2 day conference pass	\$1,495	\$149.50	\$1,644.50	\$400	\$1,595	\$159.50	\$1,754.50	\$1,895	\$189.50	\$2,084.50
Virtual Pass				\$400	\$2,295	\$229.50	\$2,524.50	\$2,695	\$269.50	\$2,964.50
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Workshop A								\$495	\$49.50	\$544.50
Workshop B								\$495	\$49.50	\$544.50

VENUE DETAILS

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