

CONCURRENT SPEAKER



Michelle McKay – Uniting Care Queensland
Wednesday, 07 September 2016

Bio: Michelle has been with Blue Care since July 2012. Blue Care is one of Australia’s largest aged care providers, operating throughout Queensland and Michelle was responsible for all regional and remote services in Queensland. In August 2015, Michelle also became responsible for Australian Regional and Remote Community Services which provides residential and community care in 12 locations across the Northern Territory.

In July 2016 Michelle was appointed Group Executive, Regional and Remote Services, Uniting Care Queensland. Michelle came to Blue Care from an executive career in the public acute health sector, having worked as the Executive Director of Planning and Performance for Adelaide Health Service, General Manager of the Queen Elizabeth Hospital in Adelaide and District Manager of the Toowoomba and Darling Downs Health Service District in Queensland.

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Title: Regional and Remote Service Delivery - Thriving or Surviving?

Abstract: A range of data now confirms the challenges of service delivery in regional and remote Australia with the resultant impact on financial sustainability. This presentation will provide an overview of the current state of play in regional and remote service delivery and describe a range of strategies that are being implemented by one large provider to address these problems. Strategies discussed will include use of care technology, workforce options, value proposition, business model and service offering changes and organisational structures that support regional and remote services with an aim of moving from surviving to thriving.