



Hawkesbury City Council

innovation  
and  
partnerships  
committee  
business  
paper

date of meeting: 24 August 2021

location: by audio-visual link

time: 4:00 p.m.



## **INNOVATION AND PARTNERSHIPS COMMITTEE**

**Meeting Date:** 24 August 2021

### **AGENDA**

- **WELCOME**
- **APOLOGIES**
- **DECLARATION OF INTERESTS**
- **SECTION 1 - Confirmation of Minutes**
- **SECTION 2 - Reports for Determination**

**INNOVATION AND PARTNERSHIPS COMMITTEE**

**Meeting Date:** 24 August 2021

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

### TABLE OF CONTENTS

ITEM	SUBJECT	PAGE
<b>SECTION 1 - Confirmation of Minutes</b>		<b>7</b>
	ROC - Innovation and Partnerships Committee Minutes - 3 August 2021 - (79351, 151939)	<b>7</b>
<b>SECTION 2 - Reports for Determination</b>		<b>25</b>
Item: 1	IPC - Telecommunications - Meeting at Bilpin - (79351, 151939)	<b>25</b>

**INNOVATION AND PARTNERSHIPS COMMITTEE**

**Meeting Date:** 24 August 2021

# Innovation and partnerships committee

## section 1

### confirmation of minutes

**INNOVATION AND PARTNERSHIPS COMMITTEE**

**Meeting Date:** 24 August 2021

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

### SECTION 1 - Confirmation of Minutes

#### ROC - Innovation and Partnerships Committee Minutes - 3 August 2021 - (79351, 151939)

Minutes of the Meeting of the Innovation and Partnerships Committee held by Audio-Visual link, on 3 August 2021, commencing at 4:04pm.

#### ATTENDANCE

**Present:** Councillor Sarah Richards, Hawkesbury City Council (Chairperson)  
Councillor Patrick Conolly, Hawkesbury City Council  
Councillor Amanda Kotlash, Hawkesbury City Council  
Councillor Nathan Zamprogno, Hawkesbury City Council.

**Apologies:** Nil.

**In Attendance:** Ms Elizabeth Richardson, Hawkesbury City Council  
Mr Jeff Organ, Hawkesbury City Council  
Ms Suzanne Stuart, Hawkesbury City Council  
Ms Tracey Easterbrook, Hawkesbury City Council  
Ms Amy Birks - Minute Secretary, Hawkesbury City Council.

Member	9/02/2021	3/08/2021
Councillor Patrick Conolly (Mayor)	✓	✓
Councillor Amanda Kotlash	✓	✓
Councillor Sarah Richards (Chairperson)	✓	✓
Councillor Nathan Zamprogno	✓	✓

Councillor Zamprogno entered the meeting at 4:06pm.

#### DECLARATIONS OF INTEREST

There were no Declarations of Interests made.

#### CONFIRMATION OF MINUTES

**RESOLVED** on the motion of Councillor Patrick Conolly seconded by Councillor Kotlash that the Minutes of the Innovation and Partnerships Committee held on the 9 February 2021, be confirmed.

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

**Item: 1**                      **IPC - Telecommunications - Meeting at Bilpin - (79351, 151939)**

**Previous Item:**            2, Innovation and Partnerships (9 February 2021)

**Directorate:**              General Manager

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The Mayor, Councillor Patrick Conolly tabled a submission from David James President of Windsor Downs Home Owners Association, it is attached as Attachment 1 to Item 1.

### **OFFICER'S RECOMMENDATION:**

That the information in the report regarding Telstra attending a public meeting in Bilpin to discuss telecommunications be received and noted.

### **COMMITTEE RECOMMENDATION:**

**RESOLVED** on the motion of Mayor, Councillor Conolly, seconded by Councillor Kotlash.

That the Innovation and Partnerships Committee:

1. Call for submissions from the community to assist in identifying the extent of telecommunications problems in the Hawkesbury.
2. Meet again in August to consider the submissions and a way forward.
3. Invite the Member for Macquarie, Susan Templeman MP to the next Committee Meeting.

**For the Motion:**            Councillors Richards, Conolly, Kotlash and Zamprogno.

**Against the Motion:**        Nil.

**Absent:**                      Nil.

**AT - 1 Tabled a submission from David James President of Windsor Downs Home Owners Association**



## WINDSOR DOWNS HOME OWNERS ASSOCIATION

Dear Hawkesbury City Council and Mayor Patrick Conolly,

On behalf of the WDHOA Inc. Committee, we would like to thank you and the council for the courtesy extended to us and the residents of Windsor Downs Estate recently, allowing us to submit to the Hawkesbury City Council our Windsor Downs Telecommunication Survey results submission.

Whilst the time frame only allowed us 2 days (over the weekend) to pole our residents, we had over 80 residents or 22% respond. Unfortunately Survey Monkey only allows 40 samples of the survey, which we believe is showing a strong consensus, that Windsor Downs is potentially one of the worst telecommunications service within the surrounding estates.

In regards to timing of the NBN Telecommunications, NBN was rolled out to from Blacktown to Bligh Park, Marsden Park, Windsor, onwards to Richmond and so on years many years ago, bypassing Windsor Downs, who only got NBN in July 2020!

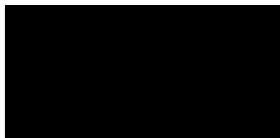
Even though this survey is compelling, we believe that the reality regarding Safety and wellbeing is far worse.

In the 2016 Census, the average age was 45, assuming in 2021 it would be closer to 50 and a population of 1,179. In 2016, 492 people or 42% of residents in Windsor Downs were aged 50 years or older and if pro rata to 2021, it would be 677 or 57% over 50 years old.

We unfortunately have had deaths in Windsor Downs with elderly people being found too late, even though there is no evidence it is linked to Telecommunication, we are confident the survey shows that Telecommunication plays a critical part for safety and wellbeing of an aging population, especially in Windsor Downs and also the wider LGA.

In 2021 mobile phones have replaced telephone booths and landlines now VOIP/digital, causing an ever-growing dependency on Telecommunications, which adversely creates a technological gap which has a direct impact to our elderly's safety and wellbeing.

Yours Sincerely,



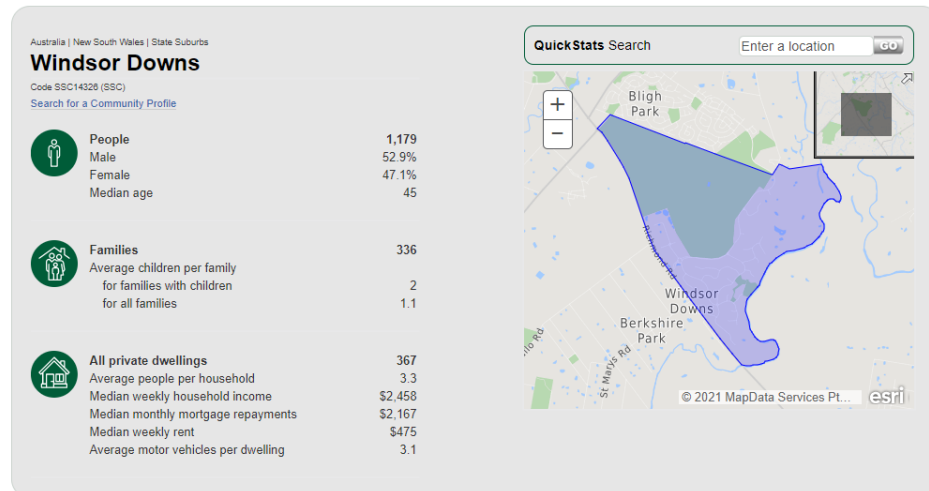
David James (DJ)

President of WDHOA Inc.

# INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

## 2016 Census QuickStats



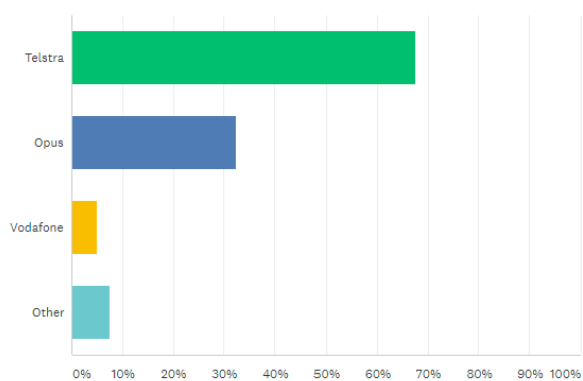
Age	Windsor Downs	%	New South Wales	%	Australia	%
Median age	45	--	38	--	38	--
0-4 years	38	3.2	465,135	6.2	1,464,779	6.3
5-9 years	58	4.9	478,184	6.4	1,502,646	6.4
10-14 years	70	5.9	443,009	5.9	1,397,183	6.0
15-19 years	96	8.1	448,425	6.0	1,421,595	6.1
20-24 years	120	10.1	489,673	6.5	1,566,793	6.7
25-29 years	59	5.0	527,161	7.0	1,664,602	7.1
30-34 years	30	2.5	540,360	7.2	1,703,847	7.3
35-39 years	36	3.0	499,724	6.7	1,561,679	6.7
40-44 years	71	6.0	503,169	6.7	1,583,257	6.8
45-49 years	114	9.6	492,440	6.6	1,581,455	6.8
50-54 years	126	10.6	485,546	6.5	1,523,551	6.5
55-59 years	127	10.7	469,726	6.3	1,454,332	6.2
60-64 years	78	6.6	420,044	5.6	1,299,397	5.6
65-69 years	64	5.4	384,470	5.1	1,188,999	5.1
70-74 years	47	4.0	292,556	3.9	887,716	3.8
75-79 years	25	2.1	217,308	2.9	652,657	2.8
80-84 years	21	1.8	155,806	2.1	460,549	2.0
85 years and over	4	0.3	167,506	2.2	486,842	2.1

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

What mobile phone provider do you use, pick multiple if applicable?

Answered: 40 Skipped: 0



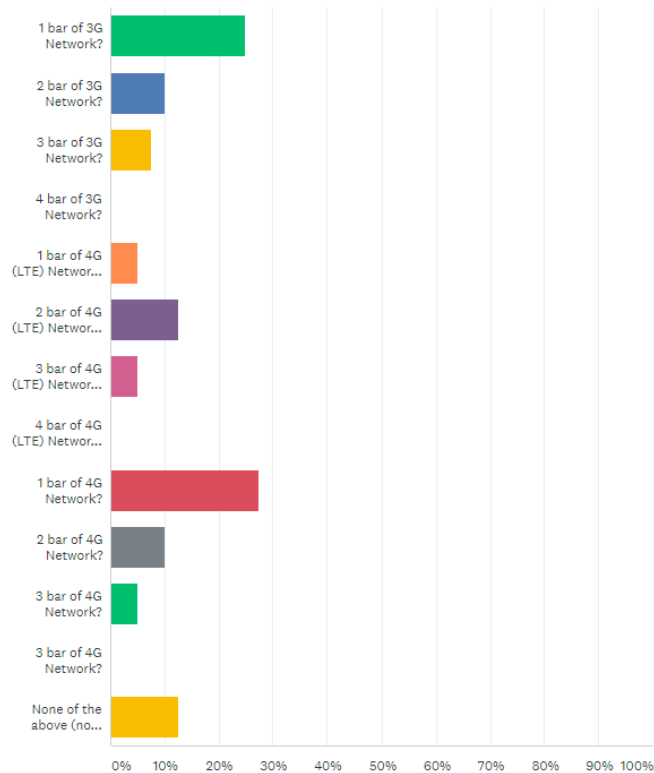
ANSWER CHOICES	RESPONSES	
▼ Telstra	67.50%	27
▼ Opus	32.50%	13
▼ Vodafone	5.00%	2
▼ Other	7.50%	3
Total Respondents: 40		
<a href="#">Comments (2)</a>		

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

2. What mobile signal do you receive inside your residence (usually located on your mobile phone top left). Please tick the appropriate option below

Answered: 40 Skipped: 0



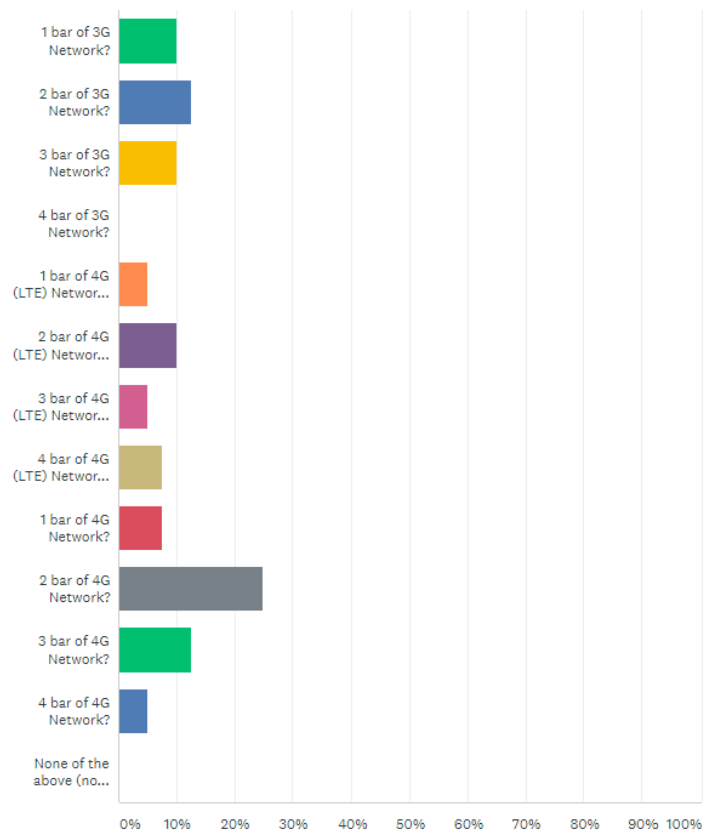
ANSWER CHOICES	RESPONSES
1 bar of 3G Network?	25.00% 10
2 bar of 3G Network?	10.00% 4
3 bar of 3G Network?	7.50% 3
4 bar of 3G Network?	0.00% 0
1 bar of 4G (LTE) Network? "Long Term Evolution", it's slower than "true" 4G, but significantly faster than 3G.	5.00% 2
2 bar of 4G (LTE) Network? "Long Term Evolution", it's slower than "true" 4G, but significantly faster than 3G.	12.50% 5
3 bar of 4G (LTE) Network? "Long Term Evolution", it's slower than "true" 4G, but significantly faster than 3G.	5.00% 2
4 bar of 4G (LTE) Network? "Long Term Evolution", it's slower than "true" 4G, but significantly faster than 3G.	0.00% 0
1 bar of 4G Network?	27.50% 11
2 bar of 4G Network?	10.00% 4
3 bar of 4G Network?	5.00% 2
3 bar of 4G Network?	0.00% 0
None of the above (no signal)	12.50% 5
Total Respondents: 40	

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

### 3. What mobile signal do you receive outside your residence / estate

Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES
1 bar of 3G Network?	10.00% 4
2 bar of 3G Network?	12.50% 5
3 bar of 3G Network?	10.00% 4
4 bar of 3G Network?	0.00% 0
1 bar of 4G (LTE) Network? "Long Term Evolution", it's slower than "true" 4G, but significantly faster than 3G.	5.00% 2
2 bar of 4G (LTE) Network? "Long Term Evolution", it's slower than "true" 4G, but significantly faster than 3G.	10.00% 4
3 bar of 4G (LTE) Network? "Long Term Evolution", it's slower than "true" 4G, but significantly faster than 3G.	5.00% 2
4 bar of 4G (LTE) Network? "Long Term Evolution", it's slower than "true" 4G, but significantly faster than 3G.	7.50% 3
1 bar of 4G Network?	7.50% 3
2 bar of 4G Network?	25.00% 10
3 bar of 4G Network?	12.50% 5
4 bar of 4G Network?	5.00% 2
None of the above (no signal)	0.00% 0
Total Respondents: 40	

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

Q4

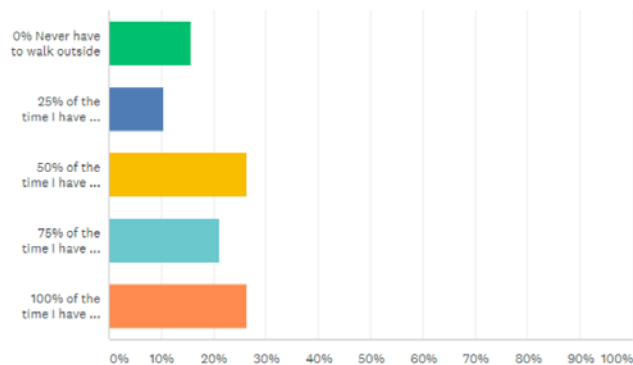


Customize

Save as ▼

4. Do you have to walk outside of your home to take or make a Mobile Phone Call in all weather conditions, rain, hail, winter or shine and what is the percentage?

Answered: 38 Skipped: 2



ANSWER CHOICES	RESPONSES
▼ 0% Never have to walk outside	15.79% 6
▼ 25% of the time I have to walk outside the house.	10.53% 4
▼ 50% of the time I have to walk outside the house.	26.32% 10
▼ 75% of the time I have to walk outside the house.	21.05% 8
▼ 100% of the time I have to walk outside the house.	26.32% 10
<b>TOTAL</b>	<b>38</b>

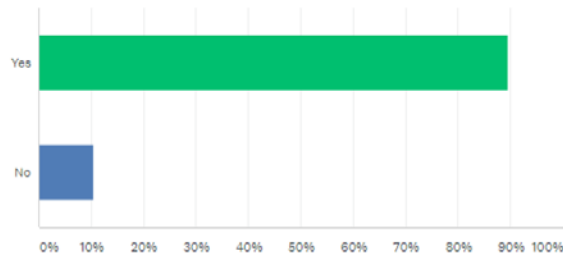
1. Sometimes it's fine inside, depending on which room I'm in. Sometimes it's really bad
2. There are 2 spots in the house that we can stand and get some signal but if you take a step or two away you lose the call
3. No I don't but I do need to walk around the house to establish a better connection as the call drop
4. Unsafe, cold, calls still drop out or are broken conversations. Miss calls when inside
5. My new phone supports wifi calls, so it now uses home wifi instead of phone network because

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

5. Do you get mobile calls for, owner business or if Working From Home (also under COVID Order) or Video meetings (Zoom etc.) that freeze or that drop out, due to poor reception and does this have any financial or wellbeing impact you or your business that can estimate?

Answered: 38 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	89.47% 34
No	10.53% 4
TOTAL	38

Comments (5)

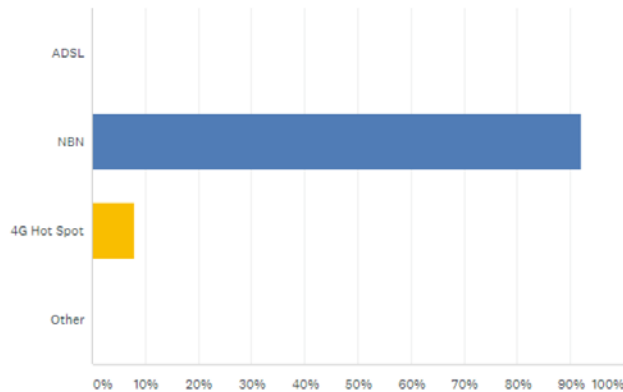
1. mostly calls from friends
2. WDHOA committee meeting terminate, My work is impacted causing stress and frustration.
3. Yes, but I have no idea if I miss a mobile call until much later (if at all).
4. If I am paying for a consultation per hour sometimes I can lose time waiting for connections
5. Almost impossible when the kids are also trying to zoom for school

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

Do you have 4G hotspot, ADSL or NBN?

Answered: 38 Skipped: 2



ANSWER CHOICES	RESPONSES
ADSL	0.00% 0
NBN	92.11% 35
4G Hot Spot	7.89% 3
Other	0.00% 0
TOTAL	38

Comments (2)

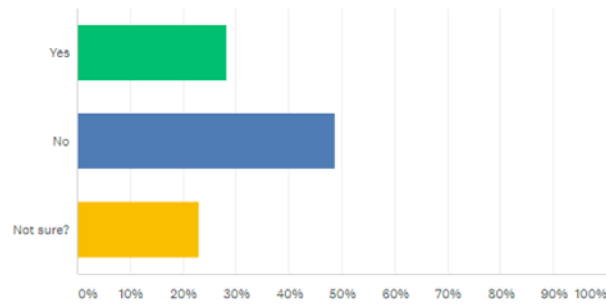
1. Even though my dual occupancy had separate ADSL bill identities, my tenant cannot get a 2nd NBN connection doing MBA studies, has to get a hotspot with 1 bar of 4G or less. In evenings with COVID it's imposable to work, whilst family tries to stream movies or gaming. NBN only came to WD in July 2020, with surrounding suburbs way before and why does Telstra still own the Gross View exchange and charge line rental for NBN TTN?
2. our phones don't have and should not need to have, internet connectivity to work as phones

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

7. Do you have to pay for a Telstra telephone line rental, as part of your internet package, even if not with Telstra?

Answered: 39 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	28.21%	11
No	48.72%	19
Not sure?	23.08%	9
TOTAL		39

Comments (3)

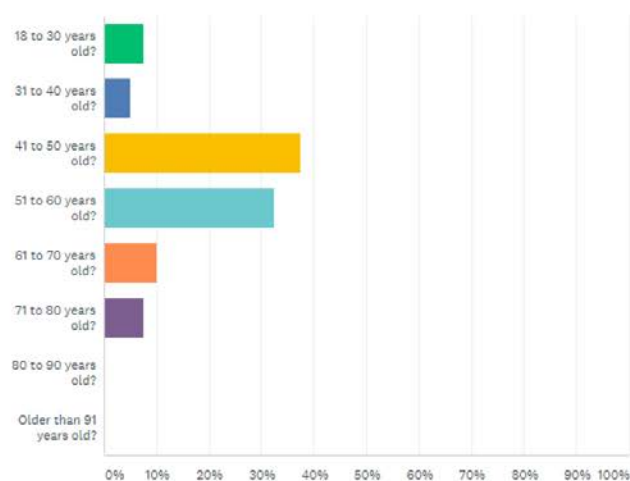
1. Why in 2021 does Telstra own an exchange in the Hawkesbury LGA with the poorest telecommunications and an estate that pays high government taxes etc? No one even uses a home phone to be charged a line rental. So dark ages for 2021.
2. Unsure, but possibly worked into the Dodo NBN plan as I understand NBN Dodo landline goes through Telstra.
3. Only have mobile service

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

8. What is your age demographic and do you have any health or safety concerns that are impacted due to telecommunications issues?

Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ 18 to 30 years old?	7.50%	3
▼ 31 to 40 years old?	5.00%	2
▼ 41 to 50 years old?	37.50%	15
▼ 51 to 60 years old?	32.50%	13
▼ 61 to 70 years old?	10.00%	4
▼ 71 to 80 years old?	7.50%	3
▼ 80 to 90 years old?	0.00%	0
▼ Older than 91 years old?	0.00%	0
<b>TOTAL</b>		<b>40</b>

1. We have 4 adult children living with us 21, 24, 25 & 27
2. Checking on elderly or disability effected people is very difficult. It sound horrible but a single occupant with dependencies could pass away and no one would know for days.
3. My 80+ year old parents live here too. (Mum is disabled in a wheelchair, from Stroke, Dad has diabetes etc. Both could pass out and not get medical help.) Hoping we never have an emergency for them!

9. Are there any safety or disability support impacts caused by poor mobile phone or internet availability, what are they and how do you currently manage this risk, if any?

1. Business effected
2. haven't started yet but there could be a potential issue
3. Elderly parent that could require urgent medical attention
4. Safety is a concern.
5. My Mum at 80 years old lived with me and was unwell. The poor telecommunications made it unsafe for my mother who suffered a heart attack and was found when I got home from work, no mobile reception in the house. Also with limited or no reception her government supported travel was often missed because they arrived and could not call her. Very stressful for an 80 year old and with limited public transport in WD.
6. 80+ yo parents here with significant health issues - Hope we never have an emergency.
7. I have children at home and sometime I can't reach them I try calling my neighbour of the call goes straight to message bank due to no reception
8. No but we rely on the land line for important calls
9. only choice is to ring emergency services from landline phone as mobile never works
10. If can't make an emergency phone call to emergency services, ambulance, fire , police
11. We have constant dropouts on our landline and mobiles.
12. Not as yet but could be a problem in the future if an emergency arises
13. When kids are by themselves we generally are unable to contact them
14. Health and hope the landline is working!
15. I had to call an ambulance when my husband had an accident and was distressed with the poor connection. Obviously I could not move around as he was injured in the ground and o had to stay with him (applying pressure to a wound)

10. Would you like to add any further comments regarding the telecommunications impacts and effects to you, family, work, education studies, mental health, wellbeing etc. within the Windsor Downs Estate?

1. Very frustrating trying to run a business from home as we need to walk outside to talk to clients
2. To me mobile and internet service should be something that we should have full access to and not have to continually live with drop outs to internet to the point you cannot work from home or be involved in zoom meetings (especially at this time). To have to have phones in one position in the house and have to run to them when they ring is crazy too. If they are not kept in the one area the calls do not come through and then when the internet is not working we have no phone because the land line drops out. Overall very frustrating in 2021!
3. It's most inconvenient not having a trustworthy mobile reception service in Windsor Downs - I always emphasise that one should call me on my landline rather than on my mobile because of the poor mobile quality in Windsor Downs
4. Line always drops out when you enter or exit Windsor downs
5. Visiting friends on the Optus have to go outside to receive calls.
6. The poor mobile and internet network coverage is 100% disadvantage our community. Constant disruptions to the way we work and do home learning, this adds unnecessary stress and mental health impacts.
7. Working from home is very difficult when having to go outside for phone calls and back in to sit next to the modem to use the laptop.
8. Safety is a big concern. We have no fixed line so it's only mobile service for us. In an emergency this is very concerning. Extremely unreliable. We had a death in the family recently and it was very distressing not being able to confidently communicate with other family members and close friends. It's just not good enough.
9. In the nearly 3 years we have been living here every single phone call will either drop out or really bad reception on the other end! It is absolutely shocking with the internet dropping out and trying to get our work done. It has affected our children's studies education and has frustrated us adults with not being able to work from home as this area has obviously had and continues to have the WORST telecommunication services in Sydney! I have repeatedly contacted our providers but it's my understanding that they will do nothing as there is a small number of households in the estate is
10. As a defence member I am able to be called into work at short notice, the lack of mobile phone reception in such a populated area is unacceptable
11. I work for Corrective services and I am on call for shifts to John Maroney, I lose substantial income because my Mobile does not work inside the house. If I don't get the call I don't get the work. Also my teenagers work casually and depend on parents to pick them up but they have to wait which is not safe or COVID safe.
12. Affects my home based business.
13. In short, I can't take any calls on my mobile whilst working from home, which is 90% of the time. I have to rely on WhatsApp for phone calls or the landline.
14. Internet is sooooo slow. At night it's worse. Working from home is hard and calls constantly drop out.

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

15. With COVID and various lockdowns, the strain and stress is bad enough with high demands on Telecommunications, especially when they are so poor and substandard to other LGA beforehand. My 12 year old had a panic attack because Zoom online classroom had no video and kept freezing or dropping out.
16. Old copper based Landline used to have pits that filled with water, and caused issues and mobile reception continues to almost be non-existent.
17. It has been a stressful few years running a small business from home. I moved from Optus to Telstra because reception was almost non-existent, it is marginally better but still plenty of periods with blackout periods. You wouldn't think we are less than an hour from Sydney who get 5G we are lucky to get 3G!!
18. Our home seems to be one of the luckier ones. Mobile calls do drop out at our homes but we just avoid those areas
19. For me it's safety and not being able to get reception, also internet dropping out with work and home-schooling currently.
20. Very poor connection. Frustrated as difficulty in connecting with family and friends and work
21. We cannot rely on mobile communications
22. Having no access to mobile reception plays havoc with daily life, trying to respond to messages is virtually impossible and making phone calls isn't an option due to poor reception.
23. We need faster internet speeds
24. As a Windsor Downs resident it is extremely frustrating and downright dangerous in this day and age, not be able to receive and make a telephone phone call. As a business owner this impacts our livelihood, work production and now with home schooling being common practice this also impacts of children's education. In the event of an emergency you may or may not be in a position to walk outside to make that emergency phone call. This must be corrected and corrected immediately we have had enough
25. Lodged a major complaint with Optus. They agreed about the drop-outs and asked that we see if it improves in the next 6 months if not we can change carrier at no expense to us.
26. We have had Telstra, belong and now trying Aussie Broadband. It is ridiculously in this day and age the internet is so unreliable. With all these lock downs we can barely get work and school work done, let alone some recreational down time like watching a movie! I have been told the only option is to have a personalised connection and given I am 850 metres from the exchange that would cost over \$15,000.
27. Visitors are always complaining of little or no reception regardless of whether Telstra, Optus or Vodafone.
28. It is very difficult to have contact with family, friends, customers due to the lack of reception. We are also forced to pay extra for a landline on a just in case basis
29. NBN 'speed' is so slow - needs to be quicker and more reliable
30. We have to constantly reboot the modem/router every day as internet just stops working for no reason. As a family of 5 with 3 TV's only one can watch TV in the evenings or it freezes, yet alone having to do any work in the evening.
31. Have only recently installed Optus NBN. It often drops out or is out for hours or sometimes a day, with minimal service for 4G backup. My connection is fibre to the node and maximum download speeds achievable are nowhere close to what I'm paying for in my monthly

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

package fee. Our three Optus mobiles only ever have 1 or 2 bars of service and often drop out mid conversation. I have NBN, it's better to have this in lockdown when everyone is learning and working at home as last year we still had Telstra ADSL connection which often left my children in tears as their home schooling connection crashed during senior school studies/online lessons.

32. We have to upgrade to the highest plans and telecommunications services to have the worst signal or internet speed which is not acceptable for the majority in Sydney CBD paying less and getting better services, of which the government mandate work, stay and educate at home.
33. It is difficult to connect with family and work colleagues using Telstra signal. Living in a suburban area is depressing to not have access to a decent service- especially as you pay the same \$ if it works or not.

The meeting terminated at 4:18pm.

**oooO END OF REPORT Oooo**

# Innovation and partnerships committee

## section 2

reports  
for determination

**INNOVATION AND PARTNERSHIPS COMMITTEE**

**Meeting Date:** 24 August 2021

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

**Item: 1**                      **IPC - Telecommunications - Meeting at Bilpin - (79351, 151939)**

**Previous Item:**        2, Innovation and Partnerships (9 February 2021)  
                              1, Innovation and Partnerships (3 August 2021)

**Directorate:**            General Manager

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### PURPOSE OF THE REPORT:

The purpose of this report is to provide an update to the Innovation and Partnership Committee on the submissions received from the community about telecommunications issues experienced in the Hawkesbury.

### EXECUTIVE SUMMARY:

In order to further understand and give consideration to the telecommunication issues experienced by the local Hawkesbury community the Innovation and Partnerships Committee, at their meeting on 3 August 2021, deferred the telecommunication matter and resolved undertake additional community engagement.

A series of community engagement opportunities were established including the opportunity to make online submissions using Your Hawkesbury Your Say on Council's website and sharing of information through Facebook, a media release and Mayoral Column.

At the time of preparing this report 69 submissions had been received and are attached as Attachment 1 to this report. Any additional submissions received will be tabled at the next meeting of the innovation and Partnership Committee.

### RECOMMENDATION:

That the information in this report regarding submissions received be received and noted.

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### BACKGROUND

At the Council Meeting on 23 February 2021, Council considered the Minutes of the Innovation and Partnership Committee held on the 9 February 2021 and resolved in part, as follows:

- “3.    *In regard to Item 2 - Arrangements for meetings concerning Telecommunications Matter, as Telstra have indicated they are not available to attend the Innovation and Partnerships Committee Meeting at Bilpin on any of the dates proposed to them, the Committee be advised not to hold a meeting at Bilpin until such time as Telstra's attendance be arranged.*
4.    *A letter of support be forwarded to Telstra, the Communications Minister, the Federal Member for Macquarie, and include information submitted to the Bushfire Royal Commissions.”*

In regard to Part 3 of the above resolution, Telstra were invited to attend a public meeting at Bilpin Hall to discuss telecommunications. Telstra advised Council on 18 February 2021 that they were unavailable to attend a public meeting at Bilpin.

Telstra were again invited to attend a public meeting in Bilpin. On 10 March, 2021 Telstra declined to attend a public meeting and they have indicated that attendance of these types of events has been restricted by their organisation and they do not have anyone available to attend in person.

## INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 24 August 2021

In regard to Part 4 of the above resolution, a letter dated 16 March 2021 from the Mayor of Hawkesbury, Councillor Patrick Conolly was forwarded to Telstra's Chief Executive Officer, Andrew Penn to arrange relevant Telstra staff to meet with Council and the community to discuss telecommunication issues at Bilpin. A copy of Council's submission to the Mobile Black Spot Program in relation to Council's submission for the Royal Commission into National Natural Disaster Arrangements was also attached. A copy of the letter dated 16 March 2021 is attached as Attachment 1 to the report.

A letter dated 26 March 2021 was received from Telstra's Chief Executive Officer in response to the Mayor's letter. A copy of the letter dated 26 March 2021 is attached as Attachment 2 to the report. Letters of support have also been sent to the Communications Minister and the Federal Member for Macquarie, and included information submitted to the Bushfire Royal Commission.

At its meeting held 3 August 2021 the Innovation and Partnerships Committee resolved:

*"That the Innovation and Partnerships Committee:*

- 1. Call for submissions from the community to assist in identifying the extent of telecommunications problems in the Hawkesbury.*
- 2. Meet again in August to consider the submissions and a way forward.*
- 3. Invite the Member for Macquarie, Susan Templeman MP to the next Committee Meeting."*

### DISCUSSION

There is a recognition that telecommunication issues are experienced at Bilpin and in other areas across the Hawkesbury Local Government Area. In order to further understand and give consideration to the issues experienced by the local community the Committee deferred the matter to enable additional engagement to take place.

The details of the engagement include:

- A survey was set up on Council's online engagement platform Your Hawkesbury Your Say under Council Committee News. The survey opened on 3 August 2021. At the date of preparing this report 56 submissions had been received and are attached in Attachment 1.
- A Facebook post was shared on the Mayor of Hawkesbury Facebook page on 4 August 2021. The post reached more than 13 000 people and received 75 comments and 13 private messages. A copy of the private message have been attached in Attachment 1.
- A Facebook post was shared on Hawkesbury City Council Facebook page on 5 August 2021 and reshared on 17 August 2021.
- A media release was shared by Hawkesbury City Council to media outlets and placed on the Council website on 4 August 2021.
- The Mayoral Column in the Hawkesbury Gazette on 11 August 2021 discussed the issue and encouraged people to submit a comment on Your Hawkesbury Your Say.

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A summary of the key points raised in the engagement are:

- Wide ranging black spots across the Local Government Area
- Lack of mobile phone service in locations throughout the Local Government Area
- Limited internet service
- Inadequacy of mobile towers
- Lack of back up power to mobile towers
- No access to NBN
- Lack of service during natural disasters
- Safety and wellbeing concerns as a result of lack of service.

All of the submissions received are included in Attachment 1 attached to this report. Additional submissions which have been received after this report is prepared will be tabled at the next meeting of the Innovation and Partnerships Committee.

In regard to parts 2 and 3 of the Resolution a meeting has been scheduled for 24 August, 2021 and an invitation sent to the Member for Macquarie, Susan Templeman MP inviting her to attend the meeting.

### ATTACHMENTS:

**AT - 1** Submissions received from community during Public Exhibition - (*Distributed under Separate Cover*).

**oooO END OF REPORT Oooo**



# innovation and partnerships committee

## end of business paper

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