

Submission for Better delivery of universal services

1 March 2024

Department of Infrastructure, Transport, Regional Development,
Communications and the Arts
GPO Box 594
CANBERRA ACT 2601

To whom it may concern

The Australian Government's vision for regional Australia is one of strong, connected regions that shape our economic growth and wellbeing; are resilient and responsive to economic and environmental shocks; and are inclusive, vibrant and diverse.

Regional Development Australia Committees (RDAs) are critical to the delivery of this vision. RDAs assist in bridging the regional development gaps in regions by working with a broad range of stakeholders across sectors and supporting the delivery of identified Australian Government strategic priorities.

Within this context, RDA Logan and Redlands (the RDA) welcomes the opportunity to respond to the Department's Discussion Paper on the better delivery of universal services.

In its Annual Business Plan 2023 to 2024 the RDA noted region wide internet and phone connectivity is not always accessible nor reliable. This is particularly the case in relation to the Islands off the Redlands Coast (Quandamooka country) and south western areas of Logan and the broader region with its susceptibility to recurrent natural disaster including floods and bushfires.

As reflected in the Discussion paper, reliable telephone and broadband connectivity is critical, particularly for people living and working in regional and remote Australia. Logan and Redlands is considered peri urban but the region's issues are more analogous to remote and regional Australia.

The Better delivery of universal services Discussion Paper (October 2023) includes reference to the characteristics and outcomes that a modern universal service framework should be able to deliver as follows:

- Connection, repair and appointment-keeping;
- Service quality;
- Service availability;
- Network resilience;
- Customer support; and
- Affordability.



Rather than delve deeply into the detail of the ways to better deliver baseline universal telecommunication services, RDA Logan and Redlands wishes to provide its support for this to happen reflecting the availability of relevant technology while maintaining the commitment to sustainable and cost effective universal telecommunication services ensuring community's access to fixed phone and broadband services.

This will substantially contribute to ensuring Australians in regional and remote locations benefit from the newest and most appropriate technologies available.

My contact details are [REDACTED] [REDACTED] if any further information is needed.

Yours faithfully

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Steve McDonald
Director of Regional Development