30 July 2024

Regional Connectivity Branch
Department of Infrastructure, Transport, Regional Development, Communications and the Arts
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REGIONAL TECH HUB SUBMISSION: REGIONAL TELECOMMUNICATIONS REVIEW

To whom it may concern

The Regional Tech Hub welcomes the opportunity to provide a submission to the 2024 Regional Telecommunications Review. The Hub is a federally funded initiative dedicated to helping individuals and small businesses across rural, regional and remote Australia get connected and stay connected. Since the program's launch in December 2020, it has been instrumental in bridging the digital divide between urban and regional centres, directly helping more than 260,000 people navigate their connectivity options and resolve any phone or internet issues.

This submission provides a comprehensive overview of our activities, the impact we have made, and advocates for the retention and upscaling of the service into the future. A quantitative snapshot of the Hub's impact across regional Australia is also attached. While the Regional Tech Hub operates autonomously from a project delivery perspective, the program is enabled by the National Farmers' Federation (NFF) and, where it makes sense to do so, we leverage NFF's extensive regional network to amplify our delivery. The NFF is submitting a separate submission.

Our impact
The Regional Tech Hub program was renewed on 1 July 2023 for a further three years, with funding of $2m annually to achieve the Hub's broad remit. Following an open tender process, the NFF was awarded the new contract, and we are now one year into the new three-year agreement. This program renewal has enabled us to enhance our delivery model and extend our reach across rural, regional and remote Australia.

Across the life of the program, we've responded to more than 15,500 requests for personalised support, received 7,500 calls for help, reached 240,000 people through our information hub (website), and attended hundreds of community events right around the country.

We also work alongside the administrators of the Better Internet for Rural, Regional and Remote Australia (BIRRR) Facebook Group in responding to online troubleshooting queries. This is a growing area. Through the Hub's Facebook Group and Community Discussion Board alone, we have helped more than 1300 people over the past 12 months with personalised connectivity support.

Continual improvement and expansion
Our regionally based team works tirelessly to respond to the increasing demand for our support services, using innovative tools like our pioneering coverage mapping and custom-built support systems to streamline processes and improve service delivery. We've also expanded our team, adding roles that

reinforce our commitment to building regional partnerships and enhance our content development, particularly in on-farm connectivity and small business support. We are also expanding our content library to cover health, education, tourism, regional development, and natural disaster and emergency preparedness and response. All are areas of significant growth, requested by our partners and end users.

On-ground engagement and proactive support

Introducing a new regional partnership delivery model this year, staffed by four new regionally based positions, has significantly strengthened our on-ground engagement. This approach has expanded our reach and deepened our understanding of the unique challenges faced by our users, allowing us to tailor our services more effectively. More and more we are filling an important role of proactively identifying and communicating service gaps and hotspots to connectivity providers, as well as acting as the conduit for these providers to reach affected communities.

This aspect of our work should not be underappreciated, particularly during periods of significant change (eg. the 3G shutdown) and natural disasters (eg. floods, bushfires and power outages). The Regional Tech Hub is an independent, trusted advisor in regional Australia when it comes to connectivity, a role we have built over a number of years and one we take very seriously. We see people return time and again to our channels to access relevant, timely and trusted regional connectivity information, advice, news, events and resources.

We are a member of 390 community Facebook Groups around Australia, with a combined reach of 3.4m people in rural, regional and remote communities. We engage in these groups with targeted regional information and advice and proactively seek to respond to connectivity issues posted in these forums. A key aspect of this reach is countering misinformation and disinformation about telecommunications that we know is common across social media platforms—a challenge we aim to overcome.

Future direction and planning

Looking ahead, we remain aligned with the government's vision for an expansive, robust Regional Tech Hub. Our roadmap includes increasing public engagements, enhancing our resource library, and boosting connectivity literacy, while keeping our 1:1 engagement at the heart of what we do.

To ensure we work within the bounds of program resourcing, we have taken a strategic approach of complementing our core 1:1 engagement with a 1: many model. We work hard with our partners to deliver on 1:many opportunities and increase connectivity literacy at a community level. This has been a highly successful strategy to date.

Key partnerships we have forged to help us achieve this include the Rural Financial Counselling Service, local libraries, Shire Councils, Country Women's Associations, National Emergency Response Agencies, Regional Development Australia, and Drought and Innovation Hubs to name a few. We see significant opportunity to grow this at a national level by working with the likes of Australia Post. We also work closely with ACCAN, AusAgriTech, the Telecommunication Industry Ombudsman and nbn Co, Telstra, Optus and other Internet Service Providers to share information and updates; attend regional tours, local events, field days; pass on feedback; and report pockets of issues in regional Australia.

Filling the Gap in Regional Telecommunications

Over the last decade, the connectivity landscape in regional Australia has undergone significant change. While there are now more options available than ever before, this abundance has brought with it increased complexity. Many regional Australians find it challenging to navigate these options, understand

the associated jargon, and make informed decisions about their services. **The Regional Tech Hub was established to fill this critical gap and its delivery model is effective and is making a positive impact.**

However, at the same time new technologies options are expanding, demand for our services is growing exponentially. The Regional Australia Institute has set an aspirational target of 11 million people living outside the major cities by 2032, currently around 10 million people, or 40% of Australia's total population, call regional Australia home. Even with the current projections, the challenge for the Regional Tech Hub to connect with this growing population is real.

More and more evidence also points to the widening gap between urban and regional services, and the complexity of regional telecommunications continues to outpace regional customers' literacy to navigate it. There are now on average 22-24 connected devices in homes across Australia. The Regional Tech Hub is the right vehicle to help address the market failure of a lack of connectivity literacy, but under the current funding model, we are only able to scratch the surface on what is possible. More resourcing is required to fill the growing remit of this important service.

Conclusion

In conclusion, the Regional Tech Hub is making a genuine and significant impact in the regional telecommunications landscape. Our regionally based team understands the unique needs of our stakeholders and provides essential support that addresses a significant market failure. We have demonstrated our ability to deliver impactful services and are poised to do even more with adequate funding. We urge the committee to consider the importance of our work and the necessity of increased resources to ensure that regional Australians can fully participate in the digital world.

Thank you for your time and consideration. We look forward to the opportunity to engage further with the RTIRC committee as the consultations progress. As noted, I have attached a snapshot of the Regional Tech Hub's positive contribution to rural, regional and remote Australia.

Sincerely
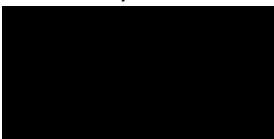
Jennifer Medway
General Manager, Regional Tech Hub

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Regional Tech Hub
Performance Snapshot

July 2024

Australian Government

Department of Infrastructure,
Transport, Regional Development,
Communications and the Arts

National
Farmers
Federation

Australia-wide information, local touch

Who is the Regional Tech Hub?

The Regional Tech Hub is a federally funded telecommunications and internet advisory service for rural, regional, and remote Australians. We provide free and independent advice and support to help match people with the right telecommunication plans and technologies and escalate any issues they may have.

Our whole team is regionally based and located across Australia. Being a remote team strengthens our connection with the communities we serve. This close relationship fosters a deep passion, empathy, and understanding that uniquely positions the Regional Tech Hub to address everyday connectivity challenges.

What do we do?

We provide the following services:

1. **Personalised support:** Friendly phone or email assistance to explore connectivity options and solve issues.

2. **Online engagement:** Moderated social media channels for troubleshooting, responding to queries, linking relevant content, and providing outage updates.

3. **Resource hub:** Constantly updated tools, guides, and links in easy-to-digest formats tailored for regional needs via our website.

4. **Community events:** Attending events to raise awareness, share information, and provide tailored advice on regional internet and telecommunications issues.

5. **Information exchange:** Two-way communication with partners, stakeholders, and users to identify and address common issues, ensuring targeted materials and support.

Why do we exist?

The Regional Tech Hub exists to dispel myths and misinformation about connectivity in regional, rural, and remote areas. We help people navigate the often complex landscape of connectivity options, providing clear, reliable, and independent information. As a trusted source, we guide individuals and communities through their choices, ensuring they understand the technologies available and how to use them effectively.

Our Commitment

Our mission is to empower regional Australians with the knowledge and tools they need to improve their phone and internet connectivity. By offering personalised support, resources, and engagement opportunities, we help bridge the digital divide and foster stronger, more connected communities. Whether through our hotline, online resources, or community events, the Regional Tech Hub is dedicated to making a real difference in the lives of those we serve.

Regional Tech Hub
Performance Snapshot

The Regional Tech Hub performance snapshot reports on the ticket and individualised support the RTH team delivered from December 2020 (program inception) until 30 June 2024.

RTH Ticket summary

Period	Tickets created	Social media direct engagements	Inbound phone calls
Dec 2020 - June 2024	15,431	1316	7204

Total individual support:

2021-22	2022-23	2023-24
2600	2349	9525*
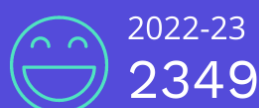
Average daily enquiries
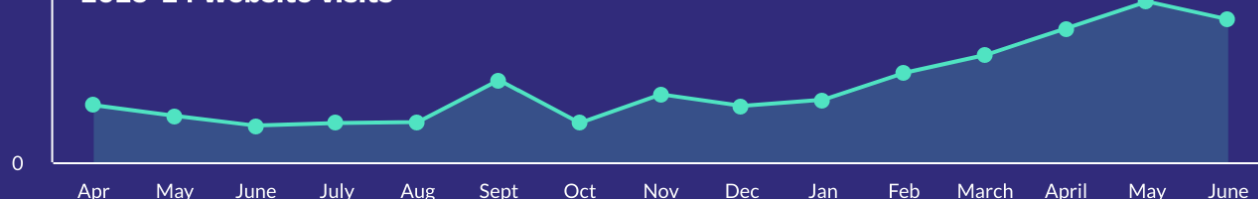50

Booked appointments
136

Website highlights

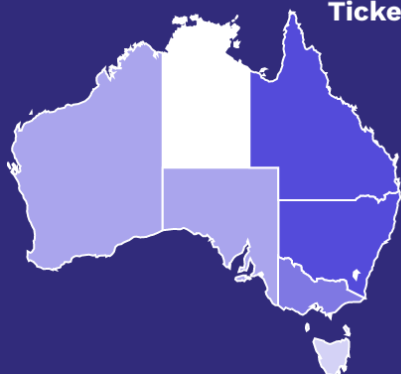**239,316** Website users

53 secs Average engagement time

1.294m Event count on website

52,067 Top page views - Check my network outage

2023-24 website visits

Apr · May · June · July · Aug · Sept · Oct · Nov · Dec · Jan · Feb · March · April · May · June

Tickets by state

Tickets
- < 10.4
- 10.4 - 14.4
- 14.4 - 25.8
- 25.8 - 60.6
- > 60.6

- Get (33.82%)
- Stay (22.06%)
- Improve (18.38%)
- Use (25.74%)

* Change in reporting to include all calls into RTH rather than only those ending up as tickets

Regional Tech Hub
Awareness Raising Snapshot

The Regional Tech Hub awareness raising snapshot reports on the social media, communications and event attendance from December 2020 (program inception) until 30 June 2024.

Facebook - organic reach and advertising

Total engagement	Facebook reach	Facebook followers	New FB followers
Dec 2020 - June 2024	2.066m	2,700	127

Total RTH Discussion Page following: 1970

FB Groups Joined	FB Group Reach	FB Direct Support
390	3,378,930	1300

Engagement statistics - Dec 2020 to June 2024

833k Google ads impressions	**12,100** Google ad click throughs
520 LinkedIn followers	**1,970** FB Discussion Board Members

Yearly Facebook Reach

- 2021-22 (28.2%)
- 2022-23 (31.85%)
- 2023-24 (39.95%)

Facebook audience

Female   Male
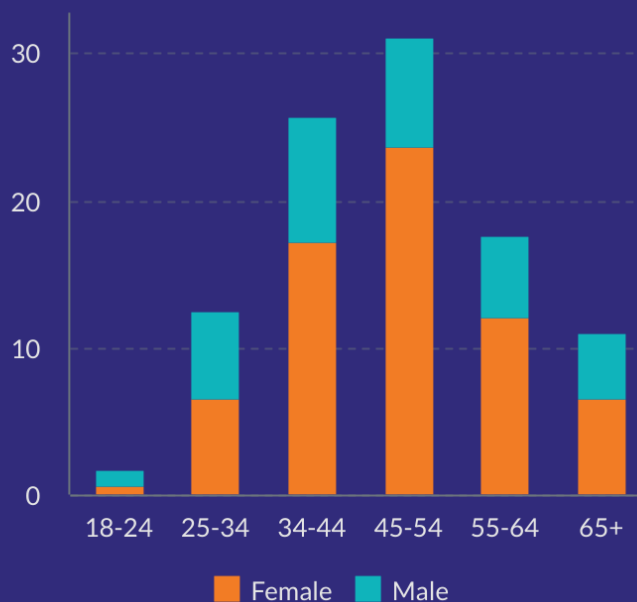
Key Initiative 1: New Website Launch

Regional Tech Hub's New Website

On April 4, 2024, the Regional Tech Hub celebrated a significant milestone with the successful launch of its new website. This was a key development for our service, enhancing our ability to support regional residents across Australia with improved access to connectivity resources.
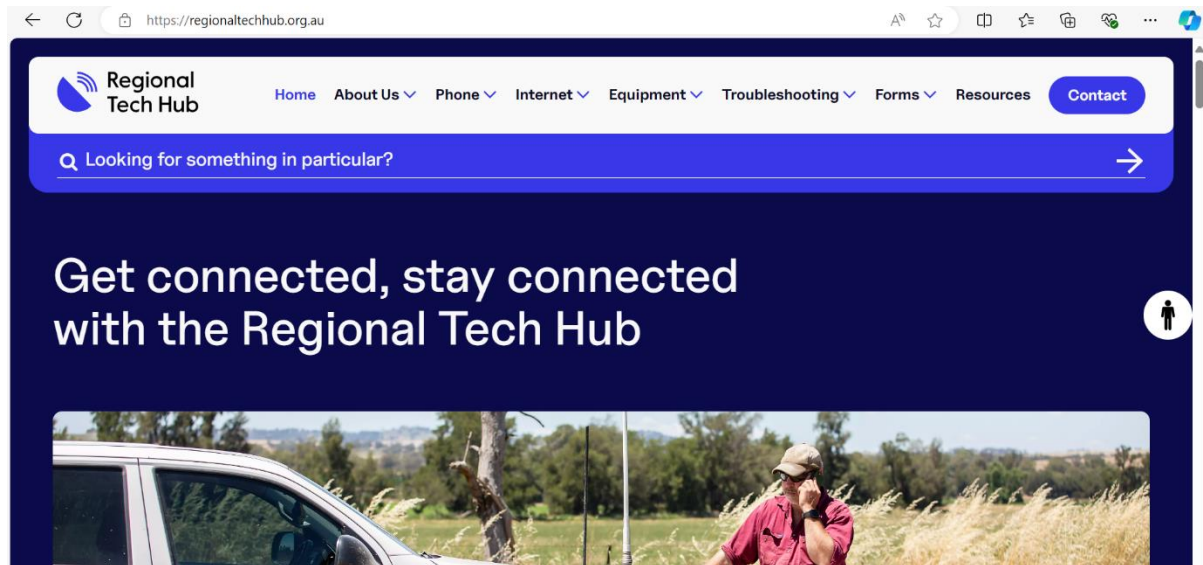
Positive feedback and continuous improvement

The initial response from stakeholders has been overwhelmingly positive. Users have particularly praised the new look and feel of the site and the new resources available and functionality, which offers a more intuitive experience. In response to specific feedback, we are making targeted adjustments to further refine the site. These improvements are being progressively implemented to ensure the website meets the evolving needs of our users.

Growing website traffic

Since the launch, website traffic has shown strong growth, indicating increased awareness and utilisation of the services and resources we offer. We previously averaged around 6,000 visitors per month, which has grown to around 16,000. This reflects better SEO performance and and improved look and feel of the site.

Key Initiative 2: New Regional Partnership Model

Launch of the Regional Tech Hub's Regional Partnership Model: A New Era of Local Engagement

In October 2023, the Regional Tech Hub introduced its groundbreaking Regional Partnership Model, marking a transformative step in enhancing our engagement with local communities. This model aims to deliver more tailored and effective services that cater to the unique needs of different regions across Australia.

Enhanced local engagement
The new Regional Partnership Model has significantly boosted our interaction with local communities, leading to a deeper understanding of their specific needs. By establishing continuity through local contact points, we have seen increased awareness and utilisation of our services, built stronger connections and more responsive support.

Appointment of Regional Partnership Officers
A key aspect of this model is the appointment of four Regional Partnership Officers, strategically placed across various states. These new roles bring diverse expertise, fresh ideas, and the ability to build strong local connections. Although we are in the early stages of this initiative, the impact is already evident, demonstrating the model's potential to enhance our service delivery.

Key Benefits and Early Results

- **Increased awareness**: The Regional Partnership Model has driven a significant increase in awareness about RTH services within local communities.
- **Tailored service delivery**: Our regionally-based staff can better understand and address local needs, leading to more effective and customised support.
- **Stronger local connections**: The new model ensures continuity and reliability, providing consistent points of contact for stakeholders.
- **Diverse expertise**: The Regional Partnership Officers bring a range of skills and perspectives, enhancing our ability to engage with a broader array of stakeholders and opportunities.

Key Initiative 3: Regional Connectivity Literacy Roundtable

Regional Connectivity Literacy Roundtable: Collaborating across the sector

On October 12, 2023, the Regional Tech Hub (RTH) hosted the inaugural Regional Connectivity Literacy Roundtable in Sydney. This groundbreaking event brought together over 30 leaders from industry, government, telecommunication providers, on-farm and business representatives, researchers, and community advocates to address the pressing issue of connectivity literacy across rural, regional, and remote Australia.

Objectives of the Roundtable
The Roundtable aimed to:
1. **Define connectivity literacy**: Establish a shared understanding of what "connectivity literacy" means and assess the impact of existing gaps.
2. **Collaborative exploration**: Share best practices, understand current and future initiatives, and identify collaboration opportunities, while recognising individual efforts.

Key insights and common gaps
Participants identified several common gaps in connectivity literacy:
- **Overwhelmed end users**: While more connectivity options are available, users often feel overwhelmed by the choices.
- **Lack of local support**: Inability to access local, trusted advisors hinders decision-making on technology, devices, plans, and troubleshooting.
- **Consumer-centered design**: Efforts to enhance connectivity literacy should be co-designed and place-based, focusing on practical, user-friendly solutions.
- **Mismatch of literacy needs**: Users need to understand the basics well rather than becoming fully connectivity literate.

- **Overcoming misinformation**: Consistent language and terminology across providers and support services are crucial to reduce confusion.
- **Utilising existing tools**: Emphasising existing tools and resources can improve literacy without always creating new ones.
- **Behavioural change**: Time constraints, low awareness, and lack of confidence impede proactive research and understanding of connectivity options.

Collective actions and next steps

Nine opportunities for collective action were identified to address connectivity literacy gaps. These include:

1. **Awareness Building**: Define connectivity literacy and develop a common language and narrative.
2. **Delivery Channel**: Establish a "natural helper network" for on-ground support.
3. **Tailored Messaging**: Customise messages for different user groups.
4. **Consumer Protection Code**: Standardise industry terminology to combat misinformation.
5. **High-Touch Service Rollout**: Develop a connected network of trusted advisors.
6. **Evaluation Tool**: Create a tool for end users to assess technology options.
7. **Consistent Terminology**: Align various terminologies from an end-user perspective.
8. **Improved Troubleshooting**: Design a system for efficient issue resolution.
9. **One-Stop-Shop**: Use the Regional Tech Hub as the central resource hub for connectivity literacy information.

Conclusion

The Regional Connectivity Literacy Roundtable marked a change in the conversation around addressing connectivity literacy across Australia. By bringing together diverse stakeholders for the first time, the RTH has initiated a collaborative effort to enhance understanding and support for connectivity in rural, regional, and remote areas.

Key Initiative 4: Telecommunications 3G Shutdown

Navigating the 3G Shutdown

The role of the Regional Tech Hub in the 3G shutdown
To assist with informing residents of the upcoming 3G shutdown nationwide, the Regional Tech Hub developed a comprehensive information pack for stakeholders. The resource pack included information documents, social media tiles, newsletter inserts and a PowerPoint presentation.

In addition, the Regional Tech Hub with key partners hosted numerous webinars, attended events across the country and reaching out to our network to inform them of the upcoming shutdown. The Regional Tech Hub are also actively assisting regional Australia's every day through our help desk hotline number, contact us emails and social media pages.

Case Study 1: Beef Week

Regional Tech Hub at Beef Week, Rockhampton

In May, the Regional Tech Hub (RTH) participated in Beef Week, held in Rockhampton, Queensland. This significant event, attended by over 130,000 people, provided a unique opportunity for the RTH to engage with a large audience and increase awareness of our services.

Event overview

Beef Week is one of the largest community events in the region, drawing attendees from across the country. The week-long event features numerous activities, exhibitions, and panels, attracting both individuals and organisations involved in the beef industry.

RTH's participation

The RTH had a prominent stand at Beef Week, serving as a central point for attendees to learn about our services. Our team also participated in several speaking panels, sharing insights on connectivity and addressing common challenges faced by the agricultural community.

Achievements

- **Direct engagement**: Over the course of the week, the RTH team provided advice to more than 90 individuals. These interactions covered a wide range of topics, from basic connectivity issues to more complex technological concerns.

- **Connectivity reports and issue escalations**: The event led to a significant number of connectivity reports and issue escalations. This not only highlighted the persistent challenges faced by the community but also underscored the importance of our presence at such events.
- **Awareness growth**: Our primary objective at Beef Week was to grow awareness of the RTH's services among the attendees and the hundreds of organisations and businesses present. Through our stand and participation in speaking panels, we successfully achieved this goal, reaching a broader audience and fostering greater understanding of the support we offer.

Impact

The impact of our participation in Beef Week was substantial. The increased awareness among attendees and organisations has the potential to translate into more proactive engagement with our services, leading to better connectivity solutions for the agricultural community. The direct advice provided and the subsequent connectivity reports have already started to generate positive outcomes, demonstrating the value of our on-ground presence.

Beef Week in Rockhampton was a resounding success for the Regional Tech Hub. By engaging directly with attendees and participating in speaking panels, we not only addressed immediate connectivity issues but also significantly increased awareness of our services. This event has reinforced the importance of our role in supporting the connectivity needs of Australia's agricultural sector, and we look forward to participating in future events to continue this vital work.

Case Study 2: Bridging Connectivity Misconceptions

Bridging Connectivity Misconceptions for Teachers in Huskisson - Shoalhaven Tour, August 2023

During the Shoalhaven Tour in August 2023, Trent, a member of the Regional Tech Hub (RTH) team, encountered a couple in Huskisson who were both teachers at the local high school. Their primary concern was their reliance on mobile broadband for their home internet. This situation had left them misinformed about their connectivity options and in a state of frustration.

Their predicament was compounded by the fact that they were unaware of the available nbn alternatives, the associated costs, and the range of services they could access. They had held misconceptions and made incorrect assumptions about their connectivity, which had led them to believe that mobile broadband was their only choice.

One of the main challenges they faced was the network congestion during school holidays and peak holiday periods, which meant they were unable to maintain a reliable internet connection for their personal and professional needs.

Debunking myths and guiding the way

Trent, along with a Telstra technician, spoke to the couple at length and helped dispel the couple's misconceptions and guide them toward more informed decisions. They addressed several key points:

- *Information and education:* Trent provided a clear understanding of the available nbn options, including costs, data allowances, and speed tiers. This knowledge opened up a world of possibilities the couple had previously been unaware of.
- *Network congestion:* The teachers' struggles during school holidays were explained as a result of network congestion, a common issue with mobile broadband. Trent clarified that a fixed internet home option would help ensure a reliable performance during such periods.
- *Choosing the right provider:* Trent pointed them in the direction of where they could access information about nbn retail service providers that offered plans matching their requirements. They were encouraged to research and select a provider that suited their specific needs.

Change achieved

Armed with the correct knowledge and a clearer understanding of their options, this case study demonstrates the importance of connectivity education and highlights how dispelling misconceptions and providing clear guidance can lead to more informed choices and empower individuals to make the most of available resources.

Case Study 3: Shoalhaven Natural Disaster Telecommunications Tour

Empowering Business Owners with Connectivity Solutions - Shoalhaven Natural Disaster Telecommunications Tour, August 2023

In August 2023, during the Shoalhaven Natural Disaster Telecommunications Tour, a member of the Regional Tech Hub team met a couple from Sussex Inlet who ran an accommodation business. They sought assistance with extending their internet connection to outbuildings on their property.

The couple discussed a need to establish a wireless connection to provide internet access to their outbuildings, which was essential for their business operations. However, their previous attempts to set up a makeshift system had failed, leading to frustration and uncertainty. Recognising the limitations of their DIY approach, they attended a community session in Sussex Inlet, which was organised as part of the tour.

RTH advice

The RTH team member was able to offer the following assistance to the business owners:

- *Information and education:* A clear explanation of wireless connectivity options and technology, ensuring the couple had a basic understanding of the subject.
- *Equipment and installation:* Based on their requirements, the RTH recommended suitable equipment and installation methods to establish a reliable wireless connection between the main building and outbuildings.
- *Sourcing quality equipment:* they were advised on where to purchase the necessary equipment to prevent the acquisition of incompatible hardware.
- *Enhancing WiFi experience:* the RTH shared tips on optimising their WiFi network within their accommodations, including improving network configuration and signal strength.

Change achieved

After their practical discussion with the RTH, the Sussex Inlet business owners left equipped with knowledge, guidance and importantly, confidence, to tackle their connectivity challenges and enhance their accommodation business.

Case Study 4: Henty Field Days – 3G Shutdown

Addressing Concerns and Promoting Connectivity Literacy at Henty Field Days - Preparing for the 3G Shutdown

The Henty Field Days in the Riverina of NSW is one of the largest of its kind in New South Wales for agricultural and technological advancements. At the 2023 field days in September, Telstra sent out a global text message to its customers in the region, informing them about the impending 3G network shutdown scheduled for June 2024. It encouraged those with questions, concerns, or a desire to learn more about the transition to visit the Telstra tent at the event.

The Regional Tech Hub, co-located with the Telstra site at the field days, played a pivotal role in fielding a multitude of inquiries regarding the 3G network shutdown, addressing compatibility concerns, and promoting connectivity literacy. In fact, the presence of the RTH at the Telstra site led to a significant influx of inquiries from attendees, including non-Telstra customers who were referred by the Telstra team. These individuals sought independent advice and clarity regarding the impending network change.

Addressing concerns and promoting literacy

Trent, a member of the RTH team, engaged with a substantial number of individuals who expressed a wide range of concerns:

- *Compatibility worries:* Many attendees were concerned about the compatibility of their devices and phones with the new network infrastructure. They feared that their existing equipment might become obsolete. This is particularly the case for on-farm IoT devices, which in many cases is 3G-only enabled.
- *Understanding the transition:* There was considerable confusion about why the 3G shutdown was happening and what it meant for both personal and business connectivity.
- *Device checks:* Trent was instrumental in helping individuals understand how to check the compatibility of their devices and provided practical guidance on conducting these checks at home.

- *Access to information:* Trent directed attendees to resources and information available for all networks, not just Telstra. This approach ensured that individuals received information irrespective of their carrier.

Change achieved

The experience at Henty Field Days mirrored similar encounters at other events regarding concerns and confusion over the 3G network shutdown. In response, the RTH has been proactive in engaging with rural, regional, and remote communities to address concerns and disseminate information about the impending 3G shutdown. This included discussions with various telcos about their plans for communicating about the shutdown and the upgrades that are being progressed through the 4G and 5G networks.

The collaboration between the RTH and telcos aimed to dispel misinformation, promote connectivity literacy, and alleviate concerns within communities. The RTH's status as an independent source of information allowed it to engage with people irrespective of their carrier, fostering trust and ensuring accurate information dissemination.

Case Study 5: Regional Council Digital Divide

Bridging the Digital Divide for Regional Councils - August 2023

In August 2023, Regional Development Australia (RDA) organised a digital workshop in Orange, NSW aimed at building digital and connectivity literacy among regional councils and enhancing their awareness of available connectivity technologies. This case study outlines the objectives of the workshop, the challenges faced by the participating councils, and the guidance provided to address their connectivity concerns.

The workshop

The workshop convened representatives from 11 local councils of the neighbouring local government areas of the central west of NSW. All were seeking to gain a better understanding of current mobile and broadband connectivity technologies, as well as their role in improving digital connectivity within their respective regions. A key focus was to shed light on how these councils could participate in initiatives like the Mobile Black Spot Program and other grants available to them.

Challenges faced by councils

During the workshop, it became apparent that some councils, such as Oberon, were grappling with significant connectivity challenges and had not heard of the Regional Tech Hub before. For instance, Oberon's representative commented, "We have terrible connectivity in our area," further expressing "The telcos don't care about us". The Oberon Council also incorrectly believed their status as a government organisation meant they were ineligible for Mobile Black Spot Funding and other grants.

Guidance and advice

Kristen Coggan, the Regional Tech Hub's representative and facilitator of the event, clearly explained the role of the Regional Tech Hub and provided practical, relevant advice to the Councils on the following topics:

- **Understanding available technologies:** Oberon was educated about the availability of Fibre to the Node and Sky Muster technologies for fixed connections in their area. This revelation was a surprise to the Council, as they were previously unaware of these options.

- **Starlink service:** In addition to nbn's satellite services, RTH also shared information on Starlink's low Earth orbit satellite broadband service as a potentially good option for rural and remote areas, providing high-speed internet access where traditional infrastructure falls short. Oberon and other Councils did not previously realise this was a viable solution for their offices or for other local residents.

- **Leveraging 5G and 4G coverage:** Oberon, in particular, was informed that their town already had access to 4G and 5G coverage through Telstra. The Councils needed support to help understand the difference between a fixed and mobile connection.

Outcome

As a result of the workshop, councils like Oberon were no longer in the dark about their options. This increased connectivity literacy among councils can lead to better decision-making, greater advocacy for improved connectivity, and ultimately, enhanced digital inclusion for their communities.