

# Mobile Coverage Programme Discussion Paper

## Submission Cover Sheet



### Submission Information

This cover sheet should be attached to submissions made to the Department of Communications in relation to the Mobile Coverage Programme Discussion Paper.

**Contact Details**

<b>Name of respondent:</b>	Jill Hunter
<b>Name of organisation:</b>	Moonambel Public Hall
<b>Phone:</b>	[REDACTED]
<b>Email:</b>	[REDACTED]
<b>Website (if applicable):</b>	
<b>Date:</b>	20 <sup>th</sup> February 2014

**Confidentiality and privacy**

All submissions and comments, or parts thereof, will be treated as non-confidential information unless specifically requested, and acceptable reasons should accompany each request. Email disclaimers will not be considered sufficient confidentiality requests.

Respondents lodging a submission should be aware that submissions (excluding any information agreed to be treated as confidential information) will be made publicly available, including on the Department of Communications' website. Submissions and comments will be subject to freedom of information provisions. Despite a submission being identified as confidential or sensitive, submissions may be disclosed where authorised or required by law, or for the purpose of parliamentary processes.

Do you want all or parts of the submission to be treated as confidential? **No**

If yes, identify below which parts of the submission are to be treated as confidential (and provide a reason):

If the submission contains personal information of any third party individual, indicate on this Submission Cover Sheet if that third party individual has not consented to the publication of his or her personal information:

**Submission Instructions**

Submissions are to be made by **5:00pm (AEST) Friday 28 February 2014**.

Where possible, submissions should be lodged electronically, preferably in Microsoft Word or other text-based formats via the email address [mobilecoverage@communications.gov.au](mailto:mobilecoverage@communications.gov.au)

Alternatively, submissions can be sent to the postal address below (to arrive by the due date):

The Manager  
 Mobile Coverage Programme  
 Department of Communications  
 GPO Box 2154  
 CANBERRA ACT 2615

All submissions lodged will be acknowledged by the Department of Communications by email (or by letter if no email is provided). Respondents lodging a submission who do not receive acknowledgement of their submission should contact the Department. Submissions which are not acknowledged by the Department as being received may not be considered. Respondents should be aware that emails greater than 10Mb may not be successfully delivered.

The Manager,  
Mobile Coverage Programme,  
Dept. of Communications,  
GPO. Box 2154  
**CANBERRA 2615**  
**ACT.**



Dear Sir/ Madam,

On behalf of the Moonambel Public Hall Committee of Management, I am writing to express our concern with the lack of mobile coverage in this area. As I stated in own personal letter to you that is actually quite frightening when confronted with a bush fire and NO CONTACT whatsoever as to the location etc. I had no idea where my husband was so it was extremely frightening to say the least!

We have lots of functions at our local hall- in fact we have having a 'wake' today for 100 people. Now if someone collapses in the heat as did happen on Monday at another funeral, In Avoca (they were lucky because there is coverage in there- she collapsed in the church) we have no way of contacting an ambulance unless someone goes home and rings on a landline- it's not good enough. It could be a matter of life and death. When are these phone companies going to put people before profit?

There are quite a lot of elderly folk who live here in this district, two are ninety and live on their own, as well as several in their 70's and 80's.

If the landline is accidentally cut by a bulldozer in the case of clearing brush and trees when there is a fire, how are they able call for help? Moonambel has an aging population and this service is badly needed. We have a growing population because of the wineries here- they too need this service, especially for the travelling salesmen who visit them.

Accidents do happen and the people here need to know that help is only a phone call away.

My husband and I have been to all the meetings that Dan Tehan, Member for Wannon has called. He brought Hon. Paul Fletcher here to listen to the townsfolk and it was a good meeting with everyone voicing their concerns, but this issue has been going on for years, and something just has to be done to resolve this issue.

The hall is used on a regular basis and needs access to a phone. I should add that we, the hall committee are not in a position financially to have a landline installed and these days most people own have a mobile for contact purposes.

Our beautiful little hall is one of the predominant meeting places in town, and is therefore used by various organizations:- theatre groups; art classes;, the local school; local meetings etc.

To demonstrate the use the hall gets, I applied for a grant to have the old kitchen restumped and then updated, and we were fortunate enough to gain a grant through Regional Development Victoria.

Our Mayor is officially opening our beautiful new kitchen in a fortnight, although obviously it will be used today at the 'wake'.

Thanking you in Anticipation,

Yours Faithfully,

A handwritten signature in black ink, appearing to read "Jillian M Hunter".

Jillian M Hunter – Secretary/Treasurer

The Manager,  
Mobile Coverage Programme,  
Dept. of Communications  
GPO Box 2154  
**CANBERRA 2615**



Dear Sir/Madam

Please find enclosed a copy of the local *Landsborough & District News* monthly newsletter. You will see on pages 6 & 7 reports on the fires that 'terrorised' we residents on Friday 17<sup>th</sup> January, 2014.

I actually rang [REDACTED] the following week and complained bitterly about our lack of mobile coverage in this district.

My husband Keith said 'Goodbye' to me @ 11am that morning because he was off to Barkly to fight a fire. That was the last I saw of him until 7.30-8am the NEXT DAY! I had absolutely no idea where he was or even if that particular fire was even out!

I had no way of contacting him and there was absolutely NO information forthcoming on any commercial radio broadcast. As the day wore on, I got progressively more worried about what was happening and just where on earth he was..... But what was I to do? I didn't really fancy getting in the car and going looking for the truck (Warrenmang) because I didn't know just how safe it was.....

I was packed for a quick getaway if I needed to, & I should add that quite a number of townsfolk actually left the town and went either to Avoca or Maryborough which is 60kms away. It was an extremely harrowing/frightening situation, just NOT KNOWING what on earth was happening. Keith was unable to ring me to let me know what was going on- radios were not working properly because of the extreme heat conditions.

One of my friends in Avoca had rung me earlier to say that the situation was bad and to be ready to go- that frightened me.

I did get a call from the wife of one of the chief fire fighters of our brigade to say that our truck was to be released @ 8pm that night but alas no- that didn't happen because two lightning strikes simultaneously @ 7.30pm on either of the same road @ the Barkly Gap shattered that idea!

That same wife drove up to assess the situation about 9pm & called in here to tell me that the fires were burning madly on BOTH sides of the road, & that she was going to get out & go to Maryborough!

She had been my only contact here in Moonambel, & was now gone.

As I stated above I spent a terrible night NOT KNOWING what the hell was going on, and I do not wish to EVER have another day/night like that!

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Words cannot adequately express the sheer terror that I experienced, **ALL BECAUSE OF LACK OF COMMUNICATION- NO MOBILE COVERAGE!**

Telstra should be ashamed of itself when it plays with people's lives & emotions etc. IT SHOULD NOT BE ABOUT MONEY & what/how much THEY can get from this service! IT IS AN ESSENTIAL SERVICE SURELY- especially during the Summer season when the fire danger is extreme.

This terrible lack of mobile coverage here in this area is virtually criminal. This situation has been going on for years and we the town has been trying for years & years to get this service.

Await your response in anticipation,

Yours Faithfully,



Jillian M. Hunter

PS Keith & I are members of Moonambel Events Inc. and wholeheartedly support the letter of submission that we have sent.

Copy of this sent to Dan Tehan Member for Wannan.