

To Whom It May Concern

Ansons Bay Telecommunications Working Group as the committee representing all shack owners, visitors, tourists, emergency services etc, we request consideration for the Black Spot Programme for the whole of Ansons Bay and surrounds.

When the new base tower was built, instead of receiving better service, as we expected, Ansons Bay lost some of the limited signal we had.

The Ansons Bay community has been subjected to many accidental deaths and life threatening emergencies from drownings, floods, road accidents, boating or motorbikes over the years which have been difficult to deal with due to lack of mobile coverage. The information on deaths is readily available in the coroners' reports.

But fire is a major concern. During summer, Ansons Bay is subject to high fire risk due to being surrounded by natural bush except for the farm on the South. There is not sufficient mobile coverage to notify people in the area if a bushfire emergency occurs. There is very limited access in and out of the Bay with both roads being through bushland.

When emergency services, Police, Ambulance etc are called they probably have to drive to the top of the hill out of North Ansons because there is no signal in the Bay creating a dangerous a problem for both first responders and the parties involved.

Ansons Bay has approximately 37 full time residents, some of whom have found it necessary, for health and safety reasons, to purchase their own individually installed Telstra mobile coverage boosters at their own cost due to lack of coverage.

There are over 200 shacks at Anson Bay with an average of four people per shack, plus families, visitors and many tourists. The road has now been sealed from Bridport to Gladstone enabling this area to be more accessible to tourists. Our committee estimates 4,000 plus people visit or travel through over the summer months.

Parks are introducing a new electronic system for people to pay on line at the park that requires mobile coverage

We note Musselroe Bay received Black Spot funding several years ago and advise Ansons Bay has far more deaths, a greater fire danger and many, many more people.

The Ansons Bay Telecommunications Working Group would welcome an opportunity to be considered for the Blackspot Programme.

(Mrs) Jenny Bicanic  
Hon Secretary  
The Ansons Bay Telecommunications Working Group  
[personal information removed]

*Claudia Hudson*

[personal information removed]  
Ansons Bay  
Tasmania 7264

15/6/2020

To whom it may concern

Re : "Telephone communication issues in Ansons Bay"

My husband and I have lived, on a permanent basis, in Ansons Bay Tasmania for 5 years. During that time there has been no satisfactory solution provided by Telstra to address the acknowledged phone communication "black spot" in this area, apart from individual residents purchasing expensive "smart antennas" from Telstra.

I have worked for over 20 years as a nurse in remote communities in the Northern Territory and am acutely aware of the importance of a reliable communication system for emergency situations and for everyday communication. The Telstra mobile service available in Ansons Bay is less reliable than any of the numerous remote communities that I have worked in throughout the Northern Territory.

For safety reasons I support any actions taken to improve the Telstra mobile phone service here in Ansons Bay.

Sincerely yours,

Claudia Hudson

MOBILE PHONE RECEPTION AT ANSONS BAY

[personal information removed]  
Rosevale 7297

To Whom it May Concern

Present safety Concerns for Ansons Bay, Eddystone Point, Picnic Point, Deep Creek are the reporting of Bush Fires, Road Accidents, Boating Accidents & Farm accidents could all be jeopardised by a lack of mobile & pager reception.

Could Telstra do an accurate Drive Survey of signal strength in the above areas.

It would appear the current situation with mobile phone reception at Ansons Bay & the surrounding area is unacceptable & a waste of taxpayers money.

In the name of public safety & to make this white elephant a useful asset, it should receive some black spot funding to make it work properly & bring this part of North East Tasmania into the 21st century as well as make it safer for tourists & locals.

Yours Sincerely

Lindsay Dawe

[personal information removed]  
Scottsdale 7260

To whom it may concern,

We have a shack at Ansons Bay and are very disappointed with the mobile coverage available to us.

While we sometimes have 1 to 2 bars of signal it is very inconsistent, multiple calls drop out and internet usage is next to impossible.

In the event of an emergency we can't be sure of getting the message through and we had the bad experience of our daughter being in an accident on the road from Gladstone to the Bay and she had signal but we couldn't be reached, as we were at the shack when it happened.

The isolation of this spot and the age demographic of the permanent residents makes it even more important to have a strong, reliable signal.

I know we are not the only people in this area to have the same issue and we feel it is very important for positive change to occur.

Yours sincerely,  
Gary and Lynne Underhill

*[personal information removed]*

*Ansons Bay*

*To Whom it May Concern,*

*We are concerned about the lack of mobile service at Ansons Bay. We had to spend \$1500. 00 getting an antenna put on or roof so we could get service.*

*I have a health problem for which I need a reliable phone for help.*

*I have the community Royal Flying Doctors' First Aide Lit at my home and if I am called away, I need to know I can use my mobile to call Broken Hill to get a doctor to OK me using medication on a patient. If I do not have any signal on my mobile phone, my patient could suffer or even die. That would be terrible due to no signal.*

*Yours Sincerely*

*Glenda & David Warren*

Woodend  
Victoria 3442

To Whom It May Concern,

Thank you for your interest and inviting comments for the Ansons Bay mobile communication problems.

As some times residents we are aware of a lack of a reasonable service, which in this day and age is appalling.

It seems No consideration has been made for the necessity, of the mostly aged population to have a reliable network, and not to feel overlooked in their needs for a solution. And not the Telstra expensive alternative, which does not address the real issues.

We need to see work is in progress to rectify the problems, and a commitment from Telstra to have further conversations for a positive outcome.

With the communication tower in such close proximity to Ansons Bay, one wonders how it can be so ineffective.

Yours in anticipation  
Vonda and David Nash

[personal information removed]  
Ansons Bay Tas

We are full time residents of Ansons Bay who have concerns about the lack of phone and internet service in the town.

As an older couple who have chosen to live here, we need to access reliable phone service for health and safety reasons.

We also need to have our friends and family to be able to get in contact us for the same reasons.

History has proven that lack of phone service has contributed to delays in contacting emergency services for boating, fishing and other medical situations.

As Ansons is becoming more of a tourist destination with many campers, airB&B rentals and shack owners investing in the area, we rely more and more on contact with basic services.

The existing tower signal does not apparently reach many the shacks on the southern end of the bay, including ours, please consider our concerns.

Regards

Dale Underhill  
and Caroline Joyce



**Jenny Bicanic**  
**Secretary,**  
**Ansons Bay Telecommunications Working Group.**

During recent Tasmania Fire Service Bushfire-Ready Neighbourhoods community engagement activities, the issue of unreliable and patchy telecommunications services (mobile, NBN and internet) was raised by community members as being the number one issue of concern to them in emergency management and public safety. This is particularly important during peak holiday season when demand has exceeded available service.

A community working group was established to address this issue and investigate options to negotiate upgrades to the Telstra network, with Government support.

The Bushfire-Ready Neighbourhoods program works with “at risk” communities to support community development of improved bushfire and other fire safety initiatives. Ultimately to build safer communities.

Today’s society relies heavily on telecommunications systems to support emergency management and community fire safety. An upgrade of the existing network within Ansons Bay would remove some inhibiting barriers to community fire safety and provide increased community protection and enhanced delivery of the Bushfire-Ready Neighbourhoods program.

We support the Ansons Bay Telecommunications Working Group in their endeavours to achieve an improved network for the wider Ansons Bay area.

Kind Regards,

*D Cleaver*

David Cleaver  
Community Development Officer  
Tasmania Fire Service



# Brian Mitchell MP

Federal Member for Lyons

To whom it may concern,

**RE: ANSONS BAY BLACKSPOT – TAS 0008**

I am writing to offer my sincerest support for the Ansons Bay Mobile Communications Working Group's submission for funding in round 5A of the Australian Mobile Black Spot Program.

Ansons Bay is a region vulnerable to natural disaster and is subject to inconsistent and unreliable telecommunications coverage and service, putting both its permanent residents and visitors at risk.

There have been several deaths and near misses in the area with boating accidents and bush fires recently, it is a one way in and one way out location, communication is vital during times of emergency.

I have held a community meeting in the area last year; this was attended by all emergency service groups as well as community members. They all voiced their concerns when dealing with emergencies that inevitably put lives at risk.

I understand the site has been recognised as black spot but is yet to receive funding through the program.

Telstra has been working with the Working Group and agree that the area's services are not stable or up to standard. Despite this, and their willingness to work with the community, Telstra does not have the capability to address this problem without Government support.

Although there is some existing telecommunications infrastructure in the greater region, it is not sufficiently powerful to service the Ansons Bay area.

Ansons Bay is an important regional community in Tasmania and the people who live and stay in the area deserve access to telecommunications services. I absolutely endorse this submission and hope there is support within the program to fund this project.

Please do not hesitate to contact me if you need more information.

Yours sincerely





**Brian Mitchell MP**

16 June 2020 | bm

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