SOUTHERN INLAND

Digital connectivity forum

TUESDAY 20 JUNE 2023
Yass Valley Golf Course
2 Worth Street Yass

Local people creating local opportunities **rdasi.org.au**

Agenda

Venue: Yass
Date: Tuesday 20 June 2023
Facilitator: RDASI
Experts: nbnco, Telstra, Regional Tech Hub

Time	Presentation	Who
9.30am	Registrations	Morning tea and coffee available
10.00am	Presentation starts	Welcome and introduction: Carisa Wells
	Setting the Scene	Carisa Wells Introduction to – the Digital Connectivity landscape What is Digital Connectivity? Why is Digital Connectivity so important to Regional Australia? What does Digital Connectivity mean for your Council?
10.40 am		Morning tea
10.50am	Presentation	NBN Nicole Moyle Tom O'Dea Nicole Fosteris Matt Armstrong Adrian Gorham
	Q & A	Council participants
12 midday	Presentation	Telstra Chris Taylor
	Q & A	Council participants
1.00pm	Lunch Break Network	All
2.00pm	Scene Setting	Carisa Wells Development of the Digital Connectivity landscape What do the Service Providers find challenging? What does good Connectivity look like? What are the solutions to future-proof Digital Connectivity Infrastructure?
2.15pm	Presentation	Jen Medway Regional Tech Hub
2.40pm	Q & A	Panel discussion: Nbn, Telstra, Regional Tech Hub
3.30pm	Finish	Overview Next steps – Action Plan
	Depart the venue	

Welcome

Digital connectivity is the great equalizer for regional and rural NSW.

Regional Development Australia - Southern Inland's (RDASI) core strategic directive to encourage increased economic and social development is underpinned by technology capabilities.

The purpose of this forum is to:

- build relationships across our Southern Inland LGAs,

- collaborate on ideas and share learnings,

- seek collective and consistent outcomes, and

- drive critical infrastructure improvements for optimal digital connectivity throughout our regions.

Setting the scene

Carisa Wells – RDASI

What is digital connectivity?

- Coverage – limitations and challenges.
- Technology – changing and developing, the good and the bad.
- Infrastructure developments and enhanced community support, including Council assets and service platforms.

Why is it important to regional australia?

- Drives regional economic development, population growth and social opportunities.
- Successful regions need to be attractive, vibrant, connected communities.
- The Great Equalizer for regional and rural Australia.

What does it mean for your council?

- How can planning and strategic vision influence an optimal digital connectivity future for the regions?
- What are the tools and mechanisms required to enable this?
- What are the barriers, what are the unknowns / questions?
- What is needed from the service providers in the room to overcome these barriers and challenges?

Presentations

- NBN
- Telstra
- Regional Tech Hub

What do service providers find challenging?

Different regions have different experiences and outcomes – some go forward in a strategic, well-planned fashion, others struggle. This can be based on the natural attributes of the region and population but what are the factors that we can control and influence?

- Strategic vision
- Knowledge
- Awareness
- State planning mechanisms
- Developers' choices

What does good connectivity look like?

- How does digital connectivity present to you in your day-to-day roles?
- How is digital connectivity addressed through strategic planning?
- What elements do you have control over, what elements are you trying to influence and what elements do you feel you have no or little control over?

How can we future-proof our infrastructure?

- What can Council do to progress infrastructure improvements?
- What do Councils need from service providers to improve planning moving forward?
- What do Councils need from State govt to improve planning instruments moving forward?
- How can we better collaborate to bring higher volumes of funding into the region for infrastructure developments?
- How can we collaborate across LGA borders to improve infrastructure development?

Panel discussion

- **NBN**
- **Telstra**
- **Regional Tech Hub**

Speakers

nbn discussion points:

- What benefits and opportunities the nbn network offers Councils
- The role of New Development at nbn – processes, support and opportunities for Councils
- Regional network upgrades, Business Fibre Zones and new infrastructure projects
- Developing Regional Infrastructure – pathway for nbn and Councils to work collaboratively to secure co-investment grants to deliver new infrastructure to boost digital connectivity to homes and businesses in regional localities.
- Emergency preparedness, resilience and response

Nicole Moyle
Executive Manager – Government Solutions

Nicole has a wealth of experience in the Telecommunications and Information and Communication Technology (ICT) industry having worked with a range large telecommunication and broadband companies. At nbn, Nicole has a strong track record working with government stakeholders, including local government, to identify and help deliver strategic solutions that require a deep understanding of needs, technologies and service options, resulting in the optimum digital connectivity outcome.

Tom O'dea
Head of nbn Local NSW

Tom is an accomplished leader in the ICT industry, having spent the last decade working with Australia's largest telecommunication and broadband companies. This has given Tom an in-depth perspective on all thing's digital connectivity, including the important role of good planning to underpin successful new developments, ensuring optimal outcomes for residents and businesses and future proofing for the digital connectivity needs of these developments. Additionally, Tom has a strong understanding of the significant role of resilience in telecommunications networks in emergency preparedness, response and recovery. Most recently, Tom has been highly successful in working with a range of stakeholders, including local government, to build strong business cases and attract grant funding for new infrastructure in regional NSW that will significantly enhance the delivery of fast, reliable nbn fixed wireless internet to over 13,000 homes and businesses.

Nicole Fosteris
Community Engagement Manager SE NSW – nbn Local

Nicole has a strong background in driving voice of the customer imperatives within large organisations, community leadership in regional NSW settings and driving brand and stakeholder advocacy. Nicole has a proven track record in growing consideration and building strong community relationships through effective community projects and activations. Nicole has a background in telecommunications in several different roles, prior to joining nbn Nicole looked after a large area which covered the Central West, Southern Highlands, and South Coast whilst living in Bathurst. During Nicole's time in Central NSW she worked with the RFS, CWA, SES bushfire evacuation centres and many others supporting them through what has been a series of very trying times for these communities. Nicole currently lives on the Coast in Shellharbour where she raises her young family, involved in Community organisations and sporting clubs.

Matt Armstrong
Community Engagement Manager Central NSW – nbn Local

Matt is an experienced stakeholder manager, working with communities and stakeholder organisations to deliver regionally focused uplift strategies to drive economic and social opportunities. Matt has a strong track record connecting with communities and building consensus for the delivery of major infrastructure projects across a range of industries. Within nbn, Matt is experienced at managing stakeholder engagement strategies to support new infrastructure and upgrade programs, land access processes, approvals and landowner agreements, regulatory compliance and conflict resolution. Matt lives on a rural property between Orange and Cowra and is involved in the RFS and Orange Tigers AFL club.

Adrian Gorham
Community Ambassador Central NSW – nbn Local

Adrian has a strong track record in business leadership and training. Adrian is passionate about supporting regional communities and community organisations to improve their digital skills, prepare for emergencies and avoid scams. Adrian is skilled at working community members across 1 to 1, or 1 to many, forums to enable individuals to be digitally connected and use digital platforms to enhance their social and health outcomes.

Speakers

Telstra

Telstra discussion points:

- Our mobile network & IOT coverage
- Connectivity options, including boosting connectivity
- Connectivity Planning for Councils
- 3G closure
- Digital literacy
- Cyber security (if the audience would like us to discuss)
- Disaster response (as above)

Chris Taylor

Regional General Manager, ACT and Southern NSW

Chris joined Telstra in 2000 and has worked in diverse roles responsible for infrastructure planning and investment, sales, business development, program management, advocacy and local market leadership. He brings a deep knowledge of NSW/ACT regional and outer metro markets, having led the Telstra Country Wide business across Western NSW, Hunter and Central Coast and ACT and Southern NSW during the last 17 years. Prior to Telstra, he spent 10 years in the electricity generation industry in NSW in engineering and project management roles. Chris is based in Canberra and is a member of Telstra's Enterprise Leadership Group.

Chris will provide an overview of Telstra's mobile networks and investment in the region, and explain what the 3G closure means for councils and communities. Chris will outline the new connectivity planning model that Telstra has developed for local government to leverage technology and connectivity in realising the vision for their communities.

Regional Tech Hub

Regional Tech Hub discussion points:

- There are connectivity challenges in the bush, but there are also options to overcome them.
- Language is complex, low literacy levels and lots of new solutions and innovations in the market.
- What we see are key pain points in regional Australia, and in specific region.
- Picture of/ Stats on connectivity in the region.
- What we are doing to help people overcome them.

Jen Medway

National Manager, Regional Tech Hub

Jen Medway is a fifth-generation farmer from Gunning NSW, where she runs a commercial merino sheep enterprise in partnership with her husband.

Jen is also the national manager of the Regional Tech Hub, an Australian Government initiative providing free and independent advice to anyone in rural, regional and remote Australia on getting connected and staying connected to internet and voice services.

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With thanks to southern inland participating councils:

- Queanbeyan Palerang Regional Council

- Upper Lachlan Shire Council

- Snowy Monaro Regional Council

- Yass Valley Council

- Hilltops Council

- Wingecarribee Shire Council

And guests:

- Eurobodalla Shire Council

- Wollondilly Shire Council

- NSW Planning and Environment, Reconstruction Authority

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